### BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.

Application 11-05-017 (Filed May 16, 2011)

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### MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR AUGUST 2014

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## MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW-INCOME ASSISTANCE PROGRAMS FOR AUGUST 2014

This is the eighth monthly report of program year (PY) 2014. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through August 2014 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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September 22, 2014

Southern California Gas Company
Energy Savings Assistance Program
(ESA Program)
And
California Alternate Rates for Energy (CARE)
Program Monthly Report

### LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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### ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. Energy Savings Assistance Program Executive Summary

### 1.1. Energy Savings Assistance Program Overview

**1.1.1.** Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through August 2014											
	Authorized / Planning Assumptions*	Actual to Date	%								
Budget **	\$132,417,191	\$58,814,163	44.42%								
Homes Treated	136,836	57,485	42.01%								
kWh Saved	N/A	N/A	N/A								
kW Demand											
Reduced	N/A	N/A	N/A								
Therms Saved	2,426,915 ***	1,946,730	80.21%								

<sup>\*</sup> Program Phase I decision 12-08-044 was issued August 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014; table reflects updated budgets and goals.

In August, SoCalGas processed and paid contractor invoices for 7,702 treated homes. This brings the year-to-date treated enrollment count to 57,485 homes, or approximately 42% of the 2014 annual treated goal of 136,836. Additionally, in August, SoCalGas paid for the weatherization of 7,997 homes, 636 furnace repairs and replacements, 122 water heater repairs and replacements, and 2,147 High Efficiency Washers.

In April, SoCalGas increased its Appliances budget by \$10,000,000 in order to continue providing high-efficiency clothes washers during 2014 through a fund shift of unspent funds from the 2012 program year. The issuance of D.14-08-030 increases the authorized 2014 Appliances budget to \$16,738,575, making the April fund shift unnecessary. As of August, SoCalGas' required fund shift to Appliances for the 2014 program year is \$181,284.

<sup>\*\*</sup> Reflects authorized levels; does not reflect fund shift transactions.

<sup>\*\*\*</sup> Value shown represents the estimated energy savings for Program Year 2014 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

## 1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update.

**1.2.1.** Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

### **Ethnic and Mass Media Campaign**

SoCalGas launched an email campaign in the month of August to 11,146 previously enrolled CARE participants to specifically promote the ESA Program.

### **E- Newsletter**

No e-newsletter was deployed in the month of August.

### **Energy Savings Assistance Program - Bill inserts/onserts**

No bill inserts/onserts was deployed in the month of August.

### **Energy Savings Assistance Program - Direct Mailings**

In the month of August, there were 44,655 direct mail pieces sent to potentially eligible ESA Program customers.

### **Energy Savings Assistance Program - Outbound Dialing**

SoCalGas deployed an Automated Voice Messaging (AVM) campaign in August to 4,311 potentially eligible ESA Program customers. This AVM campaign gave customers options to be contacted to learn more about the ESAP. There were 34 leads generated from the marketing effort.

### **Energy Savings Assistance Program - Web Activities**

SoCalGas included website links to its Customer Assistance Programs (CAPs) in all of its communications that specifically promote the ESA Program to

customers. In August, through its online ESA Program lead form, SoCalGas generated 238 online leads.

## 1.2.1. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

### August 9 - Motor Avenue Farmer's Market, Culver City

For the second year in a row, a SoCalGas Public Affairs Manager partnered with the Motor Avenue Farmer's Market and Urban Garden Program organizers to promote CARE. The Motor Avenue Farmers' Market enhances the farm-to-table connection and availability of fresh and local produce to residents in the Palms, Cheviot Hills, Beverlywood, and surrounding communities. The market is dedicated to cultivating a sustainable food system through its operation and educational programs. The farmer's market is held every Sunday from 9am to 2pm and draws hundreds of Culver City residents to the event. Their <a href="Urban Garden Program">Urban Garden Program</a> features four community and three school gardens with the purpose of educating children and neighbors on nutrition, sustainability, and community cooperation.

At the farmer's market, SoCalGas provided organizers with 200 reusable bags filled with CARE applications. The farmer's market provides free dog-sitting for shoppers, free bike valet, a cell phone recycling point, free raffle and children's activities. Sponsors included Los Angeles City Councilmember Paul Koretz, and Los Angeles County Supervisor Mark Ridley-Thomas.

August 9 – Mariachi Festival (Day 1), Orange Coast College, Costa Mesa SoCalGas sponsored a Mariachi Festival in Costa Mesa for two days, promoting the ESA Program and CARE with support from the SoCalGas Regional Public Affairs department. The annual Mariachi Nationals & Summer Institute Competition is organized by renowned mariachi artist Jose Hernandez' non-profit organization, and provides both students and mariachi ensembles an opportunity

to study and perform with professional mariachis and educators. The event also features mariachi artists and special guests. There were approximately 400 people in attendance at day 1 of the event, which was held at Orange Coast College. SoCalGas sponsorship included CARE and ESA Program outreach opportunities with the following giveaway items: chip clips, jar openers, rulers and CARE activity books.

August 10 – Mariachi Festival (Day 2), Orange County Fair, Costa Mesa SoCalGas also sponsored day two of the Mariachi Festival, which transitioned to a larger venue at the Orange County Fair. SoCalGas again conducted CARE and ESA Program outreach and utilized giveaway items made available to potential enrollees on day 2. There were approximately 2,600 people in attendance.

# August 12 – "Reality Check Conference" at California Endowment, Los Angeles

SoCalGas partnered with the Community Development Foundation (CDF) and sponsored the "Reality Check Conference". The CDF is a nonprofit partner to the County of Los Angles Community Development Commission/Housing Authority. The CDF has the responsibility of developing public and private sector partnerships that are committed through goodwill and philanthropy for programs that engage youth as agents of social change through leadership training and development. The CDF raises the awareness of public housing residents, while empowering them to take charge of their own futures.

SoCalGas provided information from a booth and conducted workshop presentation at the conference. In the workshop, a SoCalGas Local Outreach Manager presented on a panel titled "Parent Financial Empowerment" to approximately 25 residents of public housing units and covered information on CARE, the ESA Program, Medical Baseline, and the Gas Assistance Fund.

Other panelists included representatives from Southern California Edison and the West Angeles CDF. About 250 people attended the event.

### August 16 – Seniors and Caregivers Conference, Cerritos

SoCalGas sponsored the Seniors and Caregivers Conference in Cerritos. A SoCalGas Public Affairs Manager spoke on each of the SoCalGas CAPs as well as the Advanced Metering Initiative (AMI) during the conference lunch hour. The event started with Assemblymember Anthony Rendon, who talked about the importance of senior services and the value of caregivers. People also received information on the resources in their community. About 646 people attended the event.

# August 24 – Assemblymember Steve Bradford's Gardena Jazz Festival, Rowley Memorial Park, Gardena

SoCalGas sponsored the Jazz Festival in the city of Gardena. The event offered SoCalGas an opportunity to partner with Gardena and provide valuable program information to a large number of SoCalGas customers. The event brought in over 9,000 attendees. The SoCalGas booth provided information on the ESA Program, CARE, and pipeline safety. Questions were asked about the ESA Program, CARE, and Energy Efficiency rebates.

### 1.3. Leveraging Success Evaluation, Including CSD

# 1.3.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

As directed by D.12-08-044, SoCalGas is working closely with the California Services Department (CSD) on the deployment of leveraging pilots. SoCalGas attends monthly coordination meetings with CSD and other Investor Owned Utilities (IOUs). In these collaborative meetings, SoCalGas learned that there

have been over 100 completed Solar Water Heater installs through the CSD pilot.

In August, SoCalGas maintained its water measure leveraging agreements with three investor owned water utilities, each co-funding High Efficiency (HE) Washers. SoCalGas' three water IOU agreements are with Park Water Company, San Gabriel Valley Water Company, and Fontana Water Company. SoCalGas also has a leveraging agreements with the Eastern Municipal Water District (EMWD) to co-fund ESA Program shower heads (including thermostatic shower valves), faucet aerators, and HE Washers. Lastly, SoCalGas has a leveraging agreement with Irvine Ranch Water District to co-fund HE Washers installed at joint customer households. SoCalGas has billed over \$295,000 year-to-date related to co-funding activities associated with these water leveraging agreements.

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<sup>&</sup>lt;sup>1</sup> Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

<sup>&</sup>lt;sup>2</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

<sup>&</sup>lt;sup>3</sup> Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

<sup>&</sup>lt;sup>4</sup> Cities in the EMWD service include Hemet, Menifee, Moreno Valley, Murrieta, Perris, San Jacinto, and Temecula.

<sup>&</sup>lt;sup>5</sup> The Irvine Ranch Water District is an independent special district serving Central Orange County, California.

### 1.4. Workforce Education & Training

1.4.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results													
1st Quarter 2 <sup>nd</sup> Quarter July August Total													
Attended Testing	78	115	17	37	247								
Passed Test	68	100	15	31	214								
Pass Rate	87%	87%	88%	84%	87%								

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class that reviews the requirements for enrollment, assessment and in-home education.

	1st Quarter	2 <sup>nd</sup> Quarter	July	August	Total
Attended Class	73	87	32	19	211
Tested	69	86	32	19	206
Passed Class	63	81	27	17	188
Badged	34	57	0	19	110
Census Attendees	0	0	0	0	0
Retention Rate*	91%	94%	84%	89%	91%
*Retention Rate is Passe	d/Tested				

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 110. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2014.

	1st C	)uarter	2 <sup>nd</sup> G	uarter	J	uly	Au	gust	Total		
Class Type	No. of No. of Students		No of Classes	No. of Students	No of Classes	No. of Students	No of Classes	No. of Students	No of Classes	No. of Students	
Initial	6	24	8	25	0	0	1	3	15	52	
Refreshers	1	1	3	9	0	0	1 10		5	20	
NGAT 5- Day	4	13	5	18	0	0	1	3	10	34	
Grand Total	11	38	16	52	0	0	3	16	30	106	

### 2. CARE Executive Summary

### 2.1. CARE Program Summary - August

### 2.1.1. Please provide CARE program summary costs.

	Authorized	Actual Expenses to	% of Budget
CARE Budget Categories	Budget	Date	Spent
Outreach (1)	\$3,750,223	\$2,746,128	73.23%
Proc., Certification and Verification	\$8,232,248	\$873,167	10.61%
Information Tech./Programming	\$2,937,450	\$631,061	21.48%
Pilots (1)	\$180,000	\$60,000	33.33%
Measurement and Evaluation	\$18,659	\$0	0.00%
Regulatory Compliance (2)	\$242,507	\$246,345	101.58%
General Administration	\$943,426	\$552,486	58.56%
CPUC Energy Division Staff	\$60,000	\$11,194	18.66%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,364,513	\$5,120,380	31.29%
Subsidies and Benefits	\$131,142,177	\$75,963,784	57.92%
Total Program Costs and Discounts	\$147,506,690	\$81,084,164	54.97%

<sup>\*</sup> D. 12-08-044 was issued on Aug. 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014. Values are reflected in this table and may not sum to totals due to rounding. (1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is based on SoCalGas 25% share of up to \$60,000/month as authorized in D. 12-12-011, OP 1 & 2.

### **2.1.2.** Please provide the CARE program penetration rate to date.

	CARE Penetration	
Participants Enrolled	Eligible Participants	Penetration rate
1,583,140	1,896,764	83.5%

<sup>(2)</sup> In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.

### 2.2. Outreach

**2.2.1.** Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.2.2.).

### **CARE Telephone Enrollments and Recertification**

SoCalGas did not conduct an AVM campaign in the month of August. .

SoCalGas is implementing new processes associated with recertifications.

SoCalGas is sending a second letter to CARE customers who have not responded to the initial recertification request and calling customers to notify them a recertification form has been mailed and the importance of responding to the request in September.

Because program-eligible customers who need to recertify are an important component of maintaining CARE enrollment, SoCalGas continued its work on a series of experimental direct mail campaigns with the assistance of two Behavior Economists. The objective of this experiment is to improve empirical understanding of what messages motivates a low-income customer to recertify for the CARE Program. The campaign of 40,000 experimental letters was launched in the month of July and preliminary results are expected in September.

### **CARE Web Activity & Enrollments**

SoCalGas references its website in virtually all communications. Because of the increasing number of customers with an email address on file, SoCalGas uses email communication where appropriate.

CARE Outreach has identified a "welcome email" as a channel for encouraging awareness of the CARE program. During August, 8,500 potential CARE customers received welcome emails.

During August, SoCalGas received 5,854 applications from customers who used the online application. The online activity resulted in 2,374 enrolling in the program, and 1,828 existing customers that recertified their eligibility for CARE.

### **CARE Third-Party Enrollments & Outreach**

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish) and generated 4,134 applications in August, with 3,511 customers subsequently approved for enrollment into the CARE Program.

A major focus of SoCalGas outreach is to use grassroots tactics to expand and reinforce awareness of the CARE program (and the importance of recertifying for the program). Community-Based Organizations and Faith-Based Organizations comprise a key component of SoCalGas' grassroots tactics.

211 LA County is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directs needy customers to the CARE Program. As part of its reporting, 211 LA County provides a zip code breakdown of where the calls originated, which assists in ongoing marketing. During August, more than 1,200 CARE calls were referred to SoCalGas by 211 LA County. The organization also distributes CARE applications at events that they attend, such as veteran events, health fairs, candidate forums, and resource fairs. 211 LA County attended 11 events during August and promoted SoCalGas' CAPs.

To assist with grassroots outreach in Los Angeles, specifically the Pico Union and Westlake Communities, SoCalGas continues to work with Centro Latino for Literacy to create awareness of the CARE Program. This organization works

with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that specifically teaches literacy skills to adults. SoCalGas is providing collateral and is being allowed to show an online ad that precedes the computer-based learning of the students.

SoCalGas also works with LIFT LA/Magnolia, a community-based organization in the Pico Union area. The counselors provide one-on-one counseling to low-income families in the neighborhood. LIFT LA counselors will be providing ongoing awareness of SoCalGas low-income programs.

To assist with outreach to low-income seniors who are house-bound in central Los Angeles, SoCalGas works with St. Vincent Meals on Wheels (SVMOW). Every month, St Vincent distributes CARE material and/or CARE give-aways to approximately 3,000 seniors who receive home-delivered meals.

SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (in conjunction with the Los Angeles Public Libraries) to inform students and families in low-income areas about the CARE Program. SoCalGas sponsors library workshops that are in low-income neighborhoods. For example, during August, SoCalGas sponsored library workshops in East Los Angeles, Watts, and Pico Union.

SoCalGas also works with counselors from Worksite Wellness, a community-based organization that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While educating workers regarding Medi-CAL eligibility, the counselors also inform the workers of the CARE Program.

In Orange County, SoCalGas is working with Catholic Charities of Orange County, which continues to host CalFresh workshops where SoCalGas distributes materials on its low-income programs. Also in Orange County, the Delhi Center in Santa Ana is working with SoCalGas to provide information on low-income programs to the community. Several times year, CARE works with the Delhi Center to host events that informs the community about SoCalGas programs. The events are usually mono-lingual Spanish audiences. The next scheduled event is in September.

To assist in outreach in Ventura County, SoCalGas is working with FOOD Share, a food bank and community-based organization in Ventura County, to spread awareness of the CARE Program, especially as part of FOOD Share's CalFresh outreach. Further grassroots opportunities are being examined in this area, especially as part of the CARE Mass Media Campaign, discussed below.

SoCalGas recently expanded its experience from Oxnard/Ventura to Santa Barbara County, where SoCalGas has begun working the Santa Barbara Foodbank and Unity Shoppe to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. In the city of Santa Barbara itself, Unity Shoppe serves approximately 17,000 low-income customers per year, and SoCalGas recently began to work closely with this organization. As part of Unity Shoppe's individual assessment with its clients, the counselors will provide information and CARE applications.

### **CARE Direct Mail Activity and Enrollments**

During August, SoCalGas received 4,200 direct mail applications, and 2,490 were subsequently enrolled onto the CARE Program. The total year-to-date is approximately 58,000 direct mail applications returned with approximately 36,000 applications approved in late August the CARE Outreach department sent out 200,000 application letters. An additional 100,000 are scheduled for September.

CARE Outreach continues to expect that it will meet its annual goal to exceed sending 1.2 million direct mail applications.

### **CARE Bill Inserts**

There was no bill insert in the month of August. The last bill insert began in the month of June, which publicized the new eligibility guidelines and was sent to all residential customers who are not currently on the CARE Program (approximately 3 million customers). At this point CARE Outreach has mailed out two bill inserts during 2014 (in April and June). Approximately 6,900 bill insert applications have been returned; with 4,359 customers enrolled into the program. As has been previously reported, the effectiveness ranking of the bill insert channel has been declining over the last several years. Given this finding, Outreach plans on only issuing the new program eligibility guidelines bill insert next year.

### **Outreach by Field Employees**

Field service employees distributed CAP flyers to customers when entering customer premises. Originally this distribution policy covered the "seasonal light" period (October through February), but the distribution currently continues year round. During August, CARE Outreach sent out a systemwide delivery of 100,000 CAP flyers. Throughout the year, CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

### CARE Mass Media Campaign

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of CAPs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

In late May, SoCalGas CARE Outreach launched a mass media campaign in the Tri-coastal market (Ventura, Santa Barbara, and San Luis Obispo counties). The campaign includes outdoor advertising via bus stops and geo-targeted gas pump ads, broad reach traffic radio spots through a CBS radio partnership, print ads in various publications including minority owned media, and online/mobile banners on Huffington Post, La Opinion, Yahoo, CNN, Facebook, among others. The campaign also deployed canvassers with applications in selected public locations, such as supermarket parking lots. The campaign extended through mid-August. Results will be reported in September.

### **Disability Outreach**

SoCalGas has been working with the Westside Center of Independent Living (WCIL) to promote awareness of low-income programs to its community, such as individuals who have disabilities and are trying to live on their own. The organization discusses low-income programs as part of its case worker relationship with its community. The organization and case managers maintain an inventory of CARE Program information to distribute them to its clients. No specific events with WCIL were scheduled during August, but a future outreach event has been scheduled for early September.

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related programs to reach eligible customers.

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison and San Diego Gas & Electric. During the month of August, 5,884 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA

Program and the Gas Assistance Fund. Intra-utility efforts in August generated 2,310 CARE enrollments.

Coordinating the CARE Program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during August, 203 LIHEAP customers were enrolled in SoCalGas' CARE Program.

### 2.3 CARE Recertification Complaints.

There were no recertification complaints in the month of August.

### 3. Appendix: Energy Savings Assistance Program Tables nd CARE Tables

**ESA Program** - Table 1- Program Expenses

**ESA Program** - Table 2- Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

**ESA Program** - Table 4b- Homes Unwilling/Unable to Participate

**ESA Program** - Table 5- Program Customer Summary

**ESA Program** - Table 6- Expenditures for Pilots and Studies

**CARE** - Table 1- CARE Overall Program Expenses

CARE - Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

**CARE** - Table 3a- CARE Post-Enrollment Verification Results (Model)

- **CARE** Table 3b- CARE Post-Enrollment Verification Results (High Useage)
- **CARE** Table 4- Self Certification and Re-Certification
- CARE Table 5- Enrollment by County
- **CARE** Table 6- Recertification Results
- **CARE** Table 7- Capitation Contractors
- CARE Table 8- Participants as of Month End
- **CARE** Table 9- Expenditures for the CHANGES Pilot
- CARE Table 10- CHANGES Individual Customer Assistance
- **CARE** Table 11- CHANGES Group Customer Assistance

1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses																		
2	1						Southe	rn C	California C	Gas	Company								
3	1								August 20		. ,								
4				Authorized Bud	1			ent Month E		nses		Yea	r to Date Exp	oens	ses	% of	Budget Sper	nt YTD	
5	ESA Program:	Electric		Gas		Total	Electric		Gas		Total	Electric		Gas		Total	Electric	Gas	Total
6	Energy Efficiency																		
7	Appliances 2, 3	N/A	\$	17,785,151	\$	17,785,151	N/A	\$	1,559,116	\$	1,559,116	N/A	\$	12,549,682	\$	12,549,682	N/A	70.56%	70.56%
8	Domestic Hot Water	N/A	\$	16,843,374	\$	16,843,374	N/A	\$	1,082,867	\$	1,082,867	N/A	\$	7,240,572	\$	7,240,572	N/A	42.99%	42.99%
9	Enclosure	N/A	\$	41,983,756		41,983,756	N/A	\$	2,454,956		2,454,956	N/A	\$	16,275,609	\$	16,275,609	N/A	38.77%	38.77%
10	HVAC	N/A	\$	19,210,885		19,210,885	N/A	\$	811,721		811,721	N/A	\$	7,143,498	\$	7,143,498	N/A	37.18%	37.18%
11	Maintenance	N/A	\$	2,128,846		2,128,846	N/A	\$	143,626	\$	143,626	N/A	\$	873,868	\$	873,868	N/A	41.05%	41.05%
12	5 - 5	N/A	\$	-	\$	-	N/A			\$	-	N/A	\$	-	\$	-	N/A	0.00%	0.00%
13	Miscellaneous	N/A	\$	-	\$	-	N/A			\$	-	N/A	\$	-	\$	-	N/A	0.00%	0.00%
14	Customer Enrollment 4	N/A	\$	20,834,354	\$	20,834,354	N/A	\$	1,219,843	\$	1,219,843	N/A	\$	8,825,479	\$	8,825,479	N/A	42.36%	42.36%
	In Home Education	N/A	\$	2,531,192	\$	2,531,192	N/A	\$	181,610	\$	181,610	N/A	\$	797,556	\$	797,556	N/A	31.51%	31.51%
16	Pilot	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$	121,317,558	\$	121,317,558	N/A	\$	7,453,739	\$	7,453,739	N/A	\$	53,706,265	\$	53,706,265	N/A	44.27%	44.27%
18																			
19	Training Center	N/A	\$	681,105	\$	681,105	N/A	\$	24,532	\$	24,532	N/A	\$	194,078	\$	194,078	N/A	28.49%	28.49%
20		N/A	\$	3,361,051	\$	3,361,051	N/A	\$	214,005	\$	214,005	N/A	\$	1,147,990	\$	1,147,990	N/A	34.16%	34.16%
21	Marketing and Outreach 5	N/A	\$	1,198,436	\$	1,198,436	N/A	\$	143,147	\$	143,147	N/A	\$	760,918	\$	760,918	N/A	63.49%	63.49%
	Statewide Marketing																		
22	Education and Outreach	N/A	\$	100,000	\$	100,000	N/A			\$	-	N/A	\$	-	\$	-	N/A	0.00%	0.00%
	Measurement and Evaluation																		
23	Studies <sup>6</sup>	N/A	\$	91,667	\$	91,667	N/A			\$	-	N/A	\$	(1,885)	\$	(1,885)	N/A	-2.06%	-2.06%
24		N/A	\$	295,333	\$	295,333	N/A	\$	18,545	\$	18,545	N/A	\$	163,610	\$	163,610	N/A	55.40%	55.40%
25	General Administration	N/A	\$	5,286,041	\$	5,286,041	N/A	\$	360,098	\$	360,098	N/A	\$	2,838,392	\$	2,838,392	N/A	53.70%	53.70%
26	CPUC Energy Division	N/A	\$	86,000	\$	86,000	N/A	\$	1,396	\$	1,396	N/A	\$	4,796	\$	4,796	N/A	5.58%	5.58%
27																			
28	TOTAL PROGRAM COSTS	N/A	\$	132,417,191	\$	132,417,191	N/A	\$	8,215,462		8,215,462	N/A	\$	58,814,163	\$	58,814,163	N/A	44.42%	44.42%
29							Funded	Outs	side of ESA F	rog	ram Budget								
30	Indirect Costs						N/A	\$	273,050	\$	273,050	N/A	\$	2,137,560	\$	2,137,560			
31	NGAT Costs							\$	191,306	\$	191,306		\$	1,340,073	\$	1,340,073			
32				·															

1 Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts and does not include funds shifted from previous years and/or prior program cycles, and includes \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.

36 YTD expenditures in Appliance category includes a credit adjustment of (\$4,800) related to Park Water Co. rebates that were inadvertanly excluded from the January 2014 numbers as part of contract costs.

38 In April 2014, SCG increased PY 2014 Appliance category budget by \$10,000,000 to fund contract value increases for vendors providing Appliance services. The shift was funded from the unspent 2012 balance of \$34,288,722 reflected in the revised authorized budget D14-08-030. The new PY 2014 budget for Appliances is \$26,738,575. This increases the total EE budget from \$120,270,983 to \$130,270,983 and the total ESA Program budget from \$132,417,190 to \$142,417,190.

41 4 YTD expenditures in Customer Enrollment category includes an add back adjustment of \$15,674.22 that was inadvertanly excluded from the January 2014 report as part of contract cost.

42 5 YTD expenditures for Marketing and Outreach category includes a credit adjustment of (\$74,874.20) for an accounting reversal related to a December 2013 accrual which was inadvertanly excluded from the January 2014 report.

44 | YTD costs includes an M&E re-accrual reversal balance of (\$1,884.93) due to M&E over-accrual in 2013 where actual payments were less than accrual estimate.

45 Note: In January 2014, a manual adjustment was made to exclude \$411,650.32 for contractor costs related to 2013 activities. These costs are reflected as 2013 costs in the annual report.

46 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

33

Α **Energy Savings Assistance Program Table 2** 2 **Program Expenses & Energy Savings by Measures Installed** 3 Southern California Gas Company 4 August 2014 5 Year-To-Date Completed & Expensed Installation kWh 4 kW<sup>5</sup> Quantity Therms % of 6 Measures Units Installed (Annual) (Annual) (Annual) Expenses<sup>7</sup>(\$) Expenditure 7 Appliances 8 High Efficiency Clothes Washer Each 17,145 468,059 \$12,845,360 23.92% 9 Refrigerators Each 10 Microwaves Fach 11 Domestic Hot Water 12 Water Heater Blanket Home 2,245 10,431 \$124,331 0.23% 13 Low Flow Shower Head Home 54,445 238,606 \$2,385,039 4 44% 14 Water Heater Pipe Insulation Home 1,977 5,897 \$45,250 0.08% 15 Faucet Aerator Home 52,924 75,674 \$909,630 1.69% 16 Water Heater Repair/Replacement Each 644 \$800.181 1.49% 17 Thermostatic Shower Valve Each 67,281 915,022 \$2,976,517 5.54% 18 Enclosure 19 Air Sealing / Envelope 1 Home 46,399 165,758 \$12,128,948 22.59% 20 Attic Insulation Home 3,539 26,313 \$4,148,905 21 HVAC 22 FAU Standing Pilot Conversion Each 73 3,066 \$23,802 0.04% Furnace Repair/Replacement Each 5,572 \$5,955,345 11.09% 24 Room A/C Replacement Each 25 Central A/C replacement Each Heat Pump Replacement Each 27 Evaporative Cooler (Replacement) Each 28 Evaporative Cooler (Installation) Each **Duct Testing and Sealing** \$1,164,531 2.17% Home 1,425 30 Maintenance 31 Furnace Clean and Tune 16,012 37,905 \$873,868 1.63% Home 32 Central A/C Tune up Home 33 Lighting 34 Compact Fluorescent Lights (CFL) Each 35 Interior Hard wired CFL fixtures Each 36 Exterior Hard wired CFL fixtures Each 37 Torchiere Each 38 Occupancy Sensor Each 39 LED Night Lights Each 40 Miscellaneous 41 Pool Pumps Each 42 Smart Power Strips Each 43 New Measures 44 45 46 47 Customer Enrollment 48 Outreach & Assessment 57.485 \$8,605,646 16.03% Home 49 In-Home Education Home 57.928 \$706,493 1.32% 51 Total Savings/Expenditures 1,946,730 \$53,693,847 52 Households Weatherized 2 53 58.485 54 55 Households Treated 56 - Single Family Households Treated 42 195 Home 57 - Multi-family Households Treated Home 11,743 58 - Mobile Homes Treated Home 3,547 59 Total Number of Households Treated 57,485 Home

<sup>1</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

Home

Home

136,836

42%

5,530

60 # Eligible Households to be Treated for PY

61 % of Households Treated

62 - Master-Meter Households Treated

<sup>65 &</sup>lt;sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs

<sup>66</sup> Based on Attachment H of D.12-08-044

<sup>67</sup> All savings are calculated based on the following sources:

<sup>68</sup> ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.

<sup>69</sup> Costs exclude support costs that are included in Table 1.

<sup>70 &</sup>lt;sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011

<sup>7</sup>The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

<sup>73</sup> 

	A	В										
	Energy Savings Assistance Program Table 3 - Average Bill											
1	Savings per Treated Home											
2	Southern California Gas Company											
3	August 2014											
4	Year-to-Date Installations - Expense	ed										
5	Annual kWh Savings	N/A										
6	Annual Therm Savings	1,946,730										
7	Lifecycle kWh Savings	N/A										
8	Lifecycle Therm Savings	20,642,637										
9	Current kWh Rate	N/A										
10	Current Therm Rate	0.55										
11	Number of Treated Households	57,485										
12	Average 1st Year Bill Savings / Treated households	\$18.70										
13	Average Lifecycle Bill Savings / Treated Household	\$165.79										
14												
	Note: Any required corrections/adjustments are reported here	in and supersede results										
15	reported in prior months and may reflect YTD adjustments.											

	G														
Southern California Gas Company   August 2014     Eligible Households   Households Treated YTD     Sounty   Rural   Urban   Total   Total   Rural   Total   Total   Rural   Total   Total	gram														
August 2014           4         Eligible Households         Households Treated YTD           5         County         Rural         Urban         Total         Rural         Urban         T           6         Fresno         15         11,469         11,484         147         832           7         Imperial         19,914         1         19,915         242         0           8         Kern         28,660         14,369         43,029         2,235         356           9         Kings         14,497         16         14,513         1,254         0           10         Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11         Orange         10         252,750         252,760         0         3,554           12         Riverside         143,956         120,981         264,937         985         6,955           13         San Bernardino         986         187,413         188,399         121         6,649           14         San Luis Obispo         15,296         9,189         24,485         589         0															
4         Eligible Households         Households Treated YTD           5         County         Rural         Urban         Total         Rural         Urban         T           6         Fresno         15         11,469         11,484         147         832           7         Imperial         19,914         1         19,915         242         0           8         Kern         28,660         14,369         43,029         2,235         356           9         Kings         14,497         16         14,513         1,254         0           10         Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11         Orange         10         252,750         252,760         0         3,554           12         Riverside         143,956         120,981         264,937         985         6,955           13         San Bernardino         986         187,413         188,399         121         6,649           14         San Luis Obispo         15,296         9,189         24,485         589         0															
5         County         Rural         Urban         Total         Rural         Urban         T           6         Fresno         15         11,469         11,484         147         832           7         Imperial         19,914         1         19,915         242         0           8         Kern         28,660         14,369         43,029         2,235         356           9         Kings         14,497         16         14,513         1,254         0           10         Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11         Orange         10         252,750         252,760         0         3,554           12         Riverside         143,956         120,981         264,937         985         6,955           13         San Bernardino         986         187,413         188,399         121         6,649           14         San Luis Obispo         15,296         9,189         24,485         589         0															
6         Fresno         15         11,469         11,484         147         832           7         Imperial         19,914         1         19,915         242         0           8         Kern         28,660         14,369         43,029         2,235         356           9         Kings         14,497         16         14,513         1,254         0           10         Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11         Orange         10         252,750         252,760         0         3,554           12         Riverside         143,956         120,981         264,937         985         6,955           13         San Bernardino         986         187,413         188,399         121         6,649           14         San Luis Obispo         15,296         9,189         24,485         589         0															
7         Imperial         19,914         1         19,915         242         0           8         Kern         28,660         14,369         43,029         2,235         356           9         Kings         14,497         16         14,513         1,254         0           10         Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11         Orange         10         252,750         252,760         0         3,554           12         Riverside         143,956         120,981         264,937         985         6,955           13         San Bernardino         986         187,413         188,399         121         6,649           14         San Luis Obispo         15,296         9,189         24,485         589         0	otal														
8         Kern         28,660         14,369         43,029         2,235         356           9         Kings         14,497         16         14,513         1,254         0           10         Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11         Orange         10         252,750         252,760         0         3,554           12         Riverside         143,956         120,981         264,937         985         6,955           13         San Bernardino         986         187,413         188,399         121         6,649           14         San Luis Obispo         15,296         9,189         24,485         589         0	979														
9 Kings         14,497         16         14,513         1,254         0           10 Los Angeles         2,986         1,154,988         1,157,974         264         27,417           11 Orange         10         252,750         252,760         0         3,554           12 Riverside         143,956         120,981         264,937         985         6,955           13 San Bernardino         986         187,413         188,399         121         6,649           14 San Luis Obispo         15,296         9,189         24,485         589         0	242														
10 Los Angeles       2,986       1,154,988       1,157,974       264       27,417         11 Orange       10       252,750       252,760       0       3,554         12 Riverside       143,956       120,981       264,937       985       6,955         13 San Bernardino       986       187,413       188,399       121       6,649         14 San Luis Obispo       15,296       9,189       24,485       589       0	2,591														
11 Orange     10     252,750     252,760     0     3,554       12 Riverside     143,956     120,981     264,937     985     6,955       13 San Bernardino     986     187,413     188,399     121     6,649       14 San Luis Obispo     15,296     9,189     24,485     589     0	1,254														
12 Riverside     143,956     120,981     264,937     985     6,955       13 San Bernardino     986     187,413     188,399     121     6,649       14 San Luis Obispo     15,296     9,189     24,485     589     0	27,681														
13 San Bernardino       986       187,413       188,399       121       6,649         14 San Luis Obispo       15,296       9,189       24,485       589       0	3,554														
14 San Luis Obispo         15,296         9,189         24,485         589         0	7,940														
	6,770														
15 Santa Barbara 1 460 40 947 42 407 440 256	589														
13   Santa Darbara	696														
16 Tulare     49,776     11,327     61,103     2,729     741	3,470														
17 Ventura 2,568 63,321 65,889 264 1,455	1,719														
18 Total 280,126 1,866,772 2,146,897 9,270 48,215	57,485														
19															
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior n	onths														
20 and may reflect YTD adjustments.															

	Α	В	С	D	E	F	G	Н	ı						
	Λ.							l l	'						
1		Energy	savings Assis	tance Program T		_	Unable to Pa	rticipate							
2					alifornia Gas	Company									
3					August 2014										
4					eason Provided	1									
		Customer	Customer	Hazardous	Insufficient	Ineligible	Household	Unable to	Other						
	Declined Unavailable - Environment feasible Dwelling - Prior Income Provide														
	Program Scheduling (unsafe/unclean) Measures Program Exceeds Required														
	Measures or is Conflicts Participation Allowable Documentation														
	Non- Limits Responsive														
5	County Responsive														
	Fresno	155	0	0	14	2	71	0	7						
7	Imperial	2	0	0	4	0	3	24	0						
	Kern	35		0	4	5	45	3	2						
9	Kings	352	0	0	48	4	150	1	14						
10	Los Angeles	856	47	0	135	9	522	210	48						
	Orange	150		0	44	12	103	31	12 30						
	Riverside	403		0	20		343								
	San Bernardino	245		0	12		186		43						
	San Luis Obispo	2	0	0	0	0	6	•	1						
	Santa Barbara	92	0	0	11	0	24	3	6						
	Tulare	1,290		0	47	16		7	49						
	Ventura	23	0	0	3	0	10	0	2						
	Total	3,605	65	-	342	61	2,235	582	214						
19															
20	Note: Any required corre	ections/adjustment	s are reported he	erein and supersede r	esults reported in	prior months and n	nay reflect YTD a	djustments.							

A	В	С	D	Е	F	G	Н	l	J	K	L	М	N	0	Р	Q
1			<b>Energy S</b>	Savings	Assistance F	Program Ta	ble 5 - Er	ergy Sa	vings Assist	tance Pro	gram Cu	stomer S	Summary			
2						Soutl	hern Calif	ornia Ga	s Company							
3							Aud	gust 201	4							
4		Gas & Ele	ectric			Gas Or		,		Electric	Only			Total		
	# of				# of		•		# of				# of			
5	Household Treated by		(Annual)		Household Treated by		(Annual)		Household Treated by		(Annual)		Household Treated by	y (Annual)		
6 <b>2014</b>	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW
7 January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8 February	0	0	0	0	4,152	83,716	0	0	0	0	0	0	4,152	83,716	0	0
9 March	0	0	0	0	10,002	335,449	0	0	0	0	0	0	10,002	335,449	0	0
10 April	0	0	0	0	10,822	329,400	0	0	0	0	0	0	10,822	329,400	0	0
11 May	0	0	0	0	7,277	352,205	0	0	0	0	0	0	7,277	352,205	0	0
12 June	0	0	0	0	7,354	245,926	0	0	0	0	0	0	7,354	245,926	0	0
3 July	0	0	0	0	10,176	329,257	0	0	0	0	0	0	10,176	329,257	0	0
4 August	0	0	0	0	7,702	270,776	0	0	0	0	0	0	7,702	270,776	0	0
5 September																1
6 October																1
7 November																i
8 December																ĺ
9 Total	-	-	-	-	57,485	1,946,730	-	_	_	-	_	-	57,485	1,946,730	-	-

	А	В		С		D	Е		F		G	Н				J	K		L		M		
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies																						
2	1	Southern California Gas Company																					
3	August 2014																						
4	Authorized 3-Year Budget Current Month Expenses Expenses Since Jan. 1, 2014 % of 3-Year Budget Expensed																						
5		Electric		Gas		Total	Electric		Gas	T	otal	Electric		Gas	1	Γotal	Electric		Gas		Γotal		
6	Pilots																						
7	none	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A	\$	-	\$	-		
8	Studies																						
9	Impact Evaluation	N/A	\$	150,000	\$	150,000	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A		0.00%		0.00%		
10	Needs Assessment	N/A	\$	175,000	\$	175,000	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A		0.00%		0.00%		
11	Energy Education	N/A	\$	75,000	\$	75,000	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A		0.00%		0.00%		
12	Multifamily	N/A	\$	100,000	\$	100,000	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A		0.00%		0.00%		
13	Total Studies	N/A	\$	500,000	\$	500,000	N/A	\$	-	\$	-	N/A	\$	-	\$	-	N/A		0.00%		0.00%		
14 15	Note: Any required c	orrections/	adiu	istments a	re r	enorted he	erein and s	une	rsede re														

	A	В		С		D		E		F		G		Н		ı		J	K	L	M
1							CAI	RE Tab	ole	1 - CARE	Pr	ogram Ex	ре	nses							
2								South	ern	Californi	ia (	Gas Comp	an	١V							
3										August		-		•							
4			Δι	uthorized Bud	net	1		Cur	ren	t Month Ex					Yes	ar to Date Ex	nen	Ses	% n	f Budget Sper	nt YTD
	CARE Program:	Electric		Gas	got	Total	Ele	ectric	<u> </u>	Gas		Total		Electric		Gas		Total	Electric	Gas	Total
	Outreach	\$ -	\$	3,750,223	\$	3,750,223	\$	-	\$	584,519	\$	584,519			\$	2,746,128	\$	2,746,128	N/A	73.23%	73.23%
	Processing / Certification Re-	•	Ť	0,100,==0	7	2,1 22,222	-		7	,	Ť	001,010	Ť		Ť		-				
7	certification	\$ -	\$	4,488,248	\$	4,488,248	\$	-	\$	98,954	\$	98,954	\$	-	\$	743,771	\$	743,771	N/A	16.57%	16.57%
8	Post Enrollment Verification	\$ -	\$	3,744,000	\$	3,744,000	\$	-	\$	18,151	\$	18,151	\$	-	\$	129,395	\$	129,395	N/A	3.46%	3.46%
9	IT Programming	\$ -	\$	2,937,450	\$	2,937,450	\$	-	\$	88,702	\$	88,702	\$	=	\$	631,061	\$	631,061	N/A	21.48%	21.48%
10	Cooling Centers	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	N/A	0.00%	N/A
11																					
	Pilots	\$ -	\$	180,000	\$	180,000	\$	-	\$	-	\$	-	\$	-	\$	60,000	\$	60,000	N/A	33.33%	33.33%
13																					
	Measurement and Evaluation	\$ -	\$	18,659	_		\$	-	\$	-	\$	-	\$		\$	-	\$	-	N/A	0.00%	0.00%
	Regulatory Compliance 2	\$ -	\$	242,507	_	242,507	\$	-	\$	28,182	_	28,182			\$	246,345	_	246,345	N/A	101.58%	101.58%
	General Administration <sup>2</sup>	\$ -	\$	943,426		943,426	\$	-	\$	73,400		73,400			\$	552,486		552,486	N/A	58.56%	58.56%
	CPUC Energy Division	\$ -	\$	60,000	\$	60,000	\$	-	\$	3,258	\$	3,258	\$	-	\$	11,194	\$	11,194	N/A	18.66%	18.66%
18																					
	SUBTOTAL MANAGEMENT																				
	COSTS	\$ -	\$	16,364,513	\$	16,364,513	\$	-	\$	895,165	\$	895,165	\$	-	\$	5,120,380	\$	5,120,380	N/A	31.29%	31.29%
20																					
	CARE Rate Discount	\$ -	\$	131,142,177	\$	131,142,177	\$	-	\$	6,266,749	\$	6,266,749	\$	-	\$	75,963,784	\$	75,963,784	N/A	57.92%	57.92%
22																					
	TOTAL PROGRAM COSTS																				
	AND CUSTOMER			= = = = = = = = = = = = = = = = = =	_	= = = = = = = = = = = = = = = = = =	_		_	=	_				_		_	04.004.404		<b>-</b> 4 0 <b>-</b> 04	<b>-</b> 4 0 <b>-</b> 0/
	DISCOUNTS	\$ -	\$	147,506,690	\$	147,506,690	\$	-	\$	7,161,914	\$	7,161,914	\$	-	\$	81,084,164	\$	81,084,164	N/A	54.97%	54.97%
24	Other CARE Rate Benefits																				
26																					
27	- CARE PPP Exemption						\$		\$	598,164	2	598,164	\$	_	\$	8,287,716	\$	8,287,716			
28	- Care PPP Exemption - California Solar Initiative						φ		Φ	390,104	φ	390,104	ψ		φ	0,201,110	φ	0,201,110			
29	- kWh Surcharge Exemption																				
30							\$		\$	598,164	\$	598,164	\$		\$	8,287,716	\$	8,287,716			
31	Total Strict Critical Trace						Ψ		ıΨ	300,104	ıΨ	000,104	ΙΨ		Ψ.	3,201,110	Ψ	0,201,110			
	Indirect Costs						\$	-	\$	120,710	\$	120,710	\$	-	\$	974,501	\$	974.501			
33							•			,,		-,	, -			,,	*	,			

<sup>1</sup> Pursuant to D.14-08-030, budgets have been updated to reflect the Phase II Decision authorized 2014 budget amounts.

35 2 In August the Regulatory Compliance category budget has been increased by \$120,000 to \$362,507 from (\$242,507). This increase is to fund necessary labor expense consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$823,426 from \$943,426.

37 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

A	В	С	D	E	F	G	Н	1	J	K	L	M	N	0	P	Q	R	S	T	U	V	W	Х	Y
1										CARE T	able 2 - Enr	ollment, Rec	ertification	, Attrition, & P	enetration									
2											Sou	uthern Califo	rnia Gas C	ompany										
3												Aug	ust 2014											
4					New E	nrollment						Recert	ification				Attrition (Drop Offs)			Enrollm	ent			
5		Automa	tic Enrollment		Self-Cer	tification (I	ncome or	Categorical)		Total New		Non-			No				Total		Net	Total	Estimated	Penetration
6 2014	Inter- Utility <sup>1</sup>	Intra-Utility	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation	Enrollment (E+I+J)	Scheduled	Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	Response to Recert	Failed PEV	Failed Recertification	Other	Attrition (P+Q+R+S)	Gross (K+O)	Adjusted (K-T)	CARE Participants	CARE Eligible	Rate % (W/X)
7 January	4,616	2,689	139	7,444	2,198	17,856	714	20,768	0	28,212	19,400	13,934	8,686	42,020	15,255	1,748	619	8,455	26,077	70,232	2,135	1,606,546	1,894,724	84.89
8 February	5,280	2,720	172	8,172	2,501	13,632	918	17,958	0	26,130	18,033	20,082	8,653	46,768	13,843	1,674	477	12,195	28,189	72,898	-2,059	1,604,487	1,894,724	84.79
9 March	4,938	3,142				13,440	591	17,050	0	25,351	15,789	13,123			15,373		456	12,876	29,457	65,306	-4,106	1,600,381	1,894,724	84.59
10 April	4,536	3,147				16,688	890	20,195	2	28,120	16,345	11,253			12,444	2,654	319	12,640	28,057	68,603	63	1,600,444	1,898,175	
11 May	4,346	2,912				15,086	858	18,106	4	25,692	17,273	11,060	6,934		16,096	1,690	425	18,798	37,009	60,959	-11,317	1,589,127	1,898,175	83.79
12 June	4,204	2,535			2,649	18,479	601	21,729	0	28,790	29,308	17,576	9,351	56,235	13,024	2,494	498	16,029	32,045	85,025	-3,255	1,585,872	1,898,175	
13 July	5,633	2,457				20,513	918	23,719	1	32,079	34,181	16,439		65,739	14,777	1,976	378	12,816	29,947	97,818	2,132	1,588,004	1,896,764	83.79
14 August	5,884	2,310	203	8,397	2,501	15,529	592	18,622	8	27,027	35,301	13,998	19,903	69,202	14,386	1,842	557	15,106	31,891	96,229	-4,864	1,583,140	1,896,764	83.59
15 September																								
16 October																								
17 November																								
18 December																								
19 Total for 2014	39,437	21,912	1,890	63,239	19,935	131,223	6,082	158,147	15	221,401	185,630	117,465	92,574	395,669	115,198	14,830	3,729	108,915	242,672	617,070	-21,271	1,583,140	1,896,764	83.59
20 1 Foroilments via data sharing between the IOUs. 22 Ernoilments via data sharing between departments and/or programs within the utility. 23 Foroilments via data sharing with programs outside the IOU that serve low-income customers. 24 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																								

	Α	В	С	D	E	F	G	Н	I
1			CARE Table	e 3A - Post-En	rollment Ve	rification R	esults (Mode	I)	
2				Southern C	alifornia Ga	is Company	•		
3					August 201	4			
4	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup>	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,606,546	3,659	0.23%	1,694	161	1,855	50.70%	0.12%
6	February	1,604,487	4,858	0.30%	2,425	233	2,658	54.71%	0.17%
7	March	1,600,381	4,323	0.27%	2,236	203	2,439	56.42%	0.15%
8	April	1,600,444	3,792	0.24%	2,117	202	2,319	61.16%	0.14%
9	May	1,589,127	2,517	0.16%	736	103	839	33.33%	0.05%
10	June	1,585,872	3,519	0.22%	6	150	156	4.43%	0.01%
11	July	1,588,004	4,599	0.29%	15	126	141	3.07%	0.01%
12	August	1,583,140	3,483	0.22%	1	11	12	0.34%	0.00%
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,583,140	30,750	1.94%	9,230	1,189	10,419	34%	0.66%
18 19	<sup>1</sup> Includes cu	stomers verified as	s over income or	who requested to	be de-enrolled	d.			

<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

### CARE Table 3B Post-Enrollment Verification Results (High Usage) not applicable to SoCalGas

25	2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup>	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
26	January								
27	February								
28	March								
29	April								
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%

40 1 Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.

<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

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A	В	С	D	E	F	G							
(	CARE Table 4 -	CARE Self-Cer	tification and So	elf-Recertificat	ion Applications	<b>s</b>							
		Southern	California Gas	Company									
			August 2014										
					Pending/Never								
	Provided <sup>1</sup>	Received	Approved <sup>2</sup>	Denied <sup>3</sup>	Completed <sup>4</sup>	Duplicates <sup>5</sup>							
Total (Y-T-D)	7,603,871	370,094	276,261	19,902	25,117	48,814							
Percentage	Percentage         100.00%         74.65%         5.38%         6.79%         13.19%												
1 An activated growth at includes a standard where were regulated with CADE and and all reconstitution and all reconstitution and all reconstitutions are													
An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail,													
1 2		• •	<del>-</del>		ed applications								
	•	•		•	• •								
T .	=	=		•	=	lGas customers.							
	mers who are already	enrolled in CARE ar	nd mail in another CAF	RE application. SoCa	IGas treats them as re	certification							
1													
Note: Any required co	errections/adjustments	are reported herein	and supersede results	reported in prior mo	nths and may reflect Y	TD adjustments.							
†													
	Total (Y-T-D) Percentage  1 An estimated number email, phone, bill insection of the control of t	CARE Table 4 -  Provided <sup>1</sup> Total (Y-T-D) 7,603,871  Percentage    An estimated number that includes custor email, phone, bill insert, door-to-door delive <sup>2</sup> Approved includes customers who are ap <sup>3</sup> Customers are denied due to not being C <sup>4</sup> Pending/Never Completed includes close <sup>5</sup> Duplicates are customers who are already applications.	CARE Table 4 - CARE Self-Cerr Southern  Provided  Received  Total (Y-T-D) 7,603,871 370,094  Percentage 100.00%  An estimated number that includes customers whom were provemail, phone, bill insert, door-to-door delivery, utility personnel, a Approved includes customers who are approved through mail-ii Customers are denied due to not being CARE eligible, not cust Pending/Never Completed includes closed accounts, incomple Duplicates are customers who are already enrolled in CARE an applications.	CARE Table 4 - CARE Self-Certification and Secondary California Gas  August 2014  Provided <sup>1</sup> Received Approved <sup>2</sup> Total (Y-T-D) 7,603,871 370,094 276,261  Percentage 100.00% 74.65%  An estimated number that includes customers whom were provided with CARE self-email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach calculated a customers who are approved through mail-in, via web, by phone, Customers are denied due to not being CARE eligible, not customer of record, or not Pending/Never Completed includes closed accounts, incomplete applications, and customers are customers who are already enrolled in CARE and mail in another CAR applications.	CARE Table 4 - CARE Self-Certification and Self-Recertification Southern California Gas Company August 2014  Provided <sup>1</sup> Received Approved <sup>2</sup> Denied <sup>3</sup> Total (Y-T-D) 7,603,871 370,094 276,261 19,902  Percentage 100.00% 74.65% 5.38% <sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-remail, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. <sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicate of the customers are denied due to not being CARE eligible, not customer of record, or not the customer's prima Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilications.	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications  Southern California Gas Company August 2014  Provided <sup>1</sup> Received Approved <sup>2</sup> Denied <sup>3</sup> Completed <sup>4</sup> Total (Y-T-D) 7,603,871 370,094 276,261 19,902 25,117  Percentage 100.00% 74.65% 5.38% 6.79%  An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.  Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCa Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as residence.							

	Α	В	С	D	Е	F	G	Н	ı	J
1		,	CA	RE Table 5	- Enrollme	nt by Coun	ity			
2				outhern Ca		•	•			
3					ugust 2014					
4	County	Estimated	Eligible Ho			louseholds E	nrolled	Per	netration Ra	ate
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,039	24	11,063	11,252	19	11,271	101.9%	79.1%	101.9%
7	Imperial	0	18,246	18,246	13	12,422	12,435	n/a	68.1%	68.2%
8	Kern	13,486	27,732	41,218	10,204	27,409	37,613	75.7%	98.8%	91.3%
9	Kings	23	14,227	14,250	21	14,111	14,132	89.7%	99.2%	99.2%
10	Los Angeles	991,627	2,952	994,578	839,164	1,082	840,246	84.6%	36.7%	84.5%
11	Orange	210,845	10	210,856	154,695	19	154,714	73.4%	0.0%	73.4%
12	Riverside	114,145	137,615	251,760	89,025	112,183	201,208	78.0%	81.5%	79.9%
13	San Bernardino	172,965	1,002	173,966	160,407	817	161,224	92.7%	81.6%	92.7%
14	San Luis Obispo	7,954	14,611	22,564	4,157	11,657	15,814	52.3%	79.8%	70.1%
15	Santa Barbara	36,259	1,404	37,664	27,663	606	28,269	76.3%	43.2%	75.1%
16	Tulare	11,260	48,423	59,684	11,497	47,184	58,681	102.1%	97.4%	98.3%
17	Ventura	58,654	2,261	60,915	46,113	1,420	47,533	78.6%	62.8%	78.0%
18	Total	1,628,258	268,506	1,896,764	1,354,211	228,929	1,583,140	83.2%	85.3%	83.5%
19 20	Note: Any required cor adjustments.	rrections/adjust	ments are rep	oorted herein a	ınd supersede	results report	ed in prior mon	ths and ma	y reflect YTE	)

	А	В	С	D	Е	F	G	Н					
1			CARE	E Table 6 - R	ecertification	n Results							
2	1		Sou	uthern Califo	rnia Gas Co	mpany							
3				Aug	ust 2014								
4	2014	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)					
5	January	1,606,546	38,685	2.41%	19,802	18,996	51.19%	1.18%					
6	February	1,604,487	30,732	1.92%	18,305	12,555	59.56%	0.78%					
7	March	1,600,381	38,506	2.41%	20,347	18,322	52.84%	1.14%					
8	April	1,600,444	35,396	2.21%	20,157	15,439	56.95%	0.96%					
9	May	1,589,127	38,601	2.43%	21,456	14,974	55.58%	0.94%					
10	June	1,585,872	69,047	4.35%	33,777	1,161	48.92%	0.07%					
11	July	1,588,004	38,011	2.39%	9,634	459	25.35%	0.03%					
12	August	1,583,140	36,355	2.30%	1,968	69	5.41%	0.00%					
13	September												
14	October												
	November												
16	December												
17	YTD	1,583,140	325,333	20.55%	145,446	81,975	44.71%	5.18%					
18 19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	В	٥	L											
CARE Table 7 - C	apitation	Contrac	tors											
Southern Calife	Southern California Gas Company													
Aug	ust 2014													

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4 **Contractor Type** Year-to-Date Current Year-to-Date **Private** СВО **WMDVBE** LIHEAP 5 Contractor Name<sup>1</sup> Month Community Action Partnership of Orange County Х Х Χ 0 0 Χ 0 7 ELA Communications Energy ED Program 0 8 PACE – Pacific Asian Consortium in Employment Χ Χ Х 0 0 9 Proteus, Inc. Χ 0 n 10 Community Pantry of Hemet Χ 0 0 11 Community Action Partnership of San Bernardino Χ 0 0 Χ Χ 12 LA Works 0 0 13 Children's Hospital of Orange County Х 0 0 X 14 The Companion Line 0 0 15 Across Amer Foundation Χ 0 0 Χ 16 All Peoples Christian Center 0 0 Χ 0 17 LA County 211 0 18 YMCA Montebello-Commerce Х 0 0 19 Sr. Citizens Emergency Fund I.V., Inc. X 0 0 20 Coachella Valley Housing Coalition Χ 0 0 21 HABBM Χ 0 0 22 Second Harvest Food Bank of Orange County Χ 0 0 23 | Southeast Community Development Corp. Χ 0 0 24 Latino Resource Organization Χ 0 0 25 Independent Living Center of Southern California 0 0 26 Community Action Partnership - Kern County Х 0 0 27 El Concilio del Condado de Ventura X 0 0 28 Ventura Cty Comm Human Χ 0 0 Χ 29 Blessed Sacrament Church 0 0 Χ 30 Starbright Management Services 0 0 31 Hermandad Mexicana Х 0 0 X 32 CSET 0 0 33 Crest Forest Family and Community Service X 0 0 34 CUI – Campesinos Unidos, Inc. Χ Х 0 0 Χ 35 Veterans in Community Service Χ Х 0 Х 0 36 Chinatown Service Center Χ 0 1 37 Koreatown Youth and Community Center Х 0 0 38 MEND X 0 0 Χ 39 Armenian Relief Society 0 0 40 Catholic Charities of LA – Brownson House Χ 0 0 X 41 BroadSpectrum 0 0 42 OCCC, Inc. (Orange County Community Center) Χ Χ 43 Green Light Shipping 0 0 44 APAC Service Center Χ 8 12 45 Visalia Emergency Aid Council X 0 0 46 Total Enrollments 15

<sup>&</sup>lt;sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	Α	В	С	D	E	F	G	Н	I
1			CAR	E Table 8	3 - Participar	nts as of Montl	n-End		
2				Souther	n California	<b>Gas Company</b>	•		
3					August 2	014			
4	2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	N/A	1,606,546	N/A	1,606,546	1,894,724	84.8%	0.1%	100.0%
6	February	N/A	1,604,487	N/A	1,604,487	1,894,724	84.7%	-0.1%	100.0%
7	March	N/A	1,600,381	N/A	1,600,381	1,894,724	84.5%	-0.3%	100.0%
8	April	N/A	1,600,444	N/A	1,600,444	1,898,175	84.3%	0.0%	100.0%
9	May	N/A	1,589,127	N/A	1,589,127	1,898,175	83.7%	-0.7%	100.0%
10	June	N/A	1,585,872	N/A	1,585,872	1,898,175	83.5%	-0.2%	100.0%
11	July	N/A	1,588,004	N/A	1,588,004	1,896,764	83.7%	0.1%	100.0%
12	August	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-0.3%	100.0%
13	September								
14	October								
15	November								
16	December								
17	YTD	N/A	1,583,140	N/A	1,583,140	1,896,764	83.5%	-1.3%	100.0%
18									

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	Α	В	С	D	E	F	G	Н		J	K	L	M			
1				(	CARE Prog	gram Tabl	le 9 -	Expendit	ures for	CHANGES	Pilot					
2						Souther	n Ca	lifornia G	as Comp	any						
3		August 2014														
4	Authorized 3-Year Budget   Current Month Expenses   Expenses Since Jan. 1, 2014   % of 2013-14 Budget Expensed <sup>1</sup>															
5	Total Total Total Total Total Total															
6	Pilots															
7	CHANGES	\$540	,000			\$0			\$60,000				58%			
8	Total Pilots	\$540	0,000			\$0			\$60,000				58%			
9																
10	<sup>1</sup> % of 2013-1	14 budget expens	sed is the	sum c	of 2013 total a	annual expe	nses o	of \$150,000	+ June v-t-	-d 2014 expe	nse of \$60.	000 over th	e two year budget of			
11	\$360.000.	5 1				•		•	,	•			, 0			
12	Note: Any red	quired correction	ıs/adjustme	ents a	re reported h	erein and su	uperse	ede results r	eported in p	orior months	and may re	flect YTD a	djustments.			

	А	В	С	D	E	F	G	Н		J	К	L	М	N	0
1			RI	EVISED CARE Tal	ble 10 CHANGE	S One-on-	One Custome	er Assistance S	essions						
2				Through I	December 2014	- Southern	California G	as Company							
4			All Data Provided by	(Provide Cumul the CHANGES Co	ontractor Excep	t Columns	F, G, H, I and	d P which will be	ntn) e complete	d by the	Utilities				
5			Description of the	If on C Enter How Init		CHANG		nent through Assistance by IOU	Bill Pa	yment mo	eiving Assistance with Plans (initiated or odified) ANGES CBOs.	Ass Utility including	omer Rece sistance v Bill Disp g bill mod CHANGES	vith outes, ification,	
			session content								dicated Toll-Free		Free M	lumber	
6	-	CHANGES	identifying service provided. (e.g. utility bill								Number Used		Us	sed Reason	Calls to Dedicated
		Participants' Self- Identified	assistance, utility bill dispute resolution, and							1=				800 #	800
7	Date	language of preference	other energy related issues) 3	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Not Used	#Recorded by IOU 4
-	12/4/2013	Spanish	HEAP/LiHeap	1	Ellioned	CARE	FERA	Daseille	#	1	Useu	#	0 - 140	USeu	by IOU
8			Application Assistance Educated on Avoiding Disconnection Educated on Energy Assistance Programs Set Up/Change Payment Extension												
Ť	12/9/2013	English	Set Up/Change	1							User did not specify				
9			Payment Extension								if 1-800 number is used when calling the IOU.				
	12/12/2013	Spanish	HEAP/LiHeap	1						0	This call was to another				
10			Application Assistance Energy Assistance Fund Application Educated on Energy Assistance Programs								company/organizati on (example: HEAP provider).				
11	12/17/2013	Spanish	HEAP/LiHeap Application Assistance Schedule Energy Audit Set Up/Change Payment Extension	1						1					
12	12/19/2013	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
13	12/19/2013	Tagalog	Enrolled in DAP Program Educated on Energy Assistance Programs	1							User did not specify if 1-800 number is used when calling the IOU.				
14	12/23/2013	Tagalog	Enrolled in DAP Program	0						1					
Г	12/30/2013	Tagalog	Schedule Energy Audit	1						1					
15	10100100:-									ļ					
	12/30/2013	Spanish	Set Up/Change Payment Extension	1						1					
16	12/30/2013	Spanish	HEAP/LiHeap Application Assistance Schedule Energy Audit Set Up/Change Payment Extension	1			Not				User did not specify if 1-800 number is used when calling the IOU.				
18	Month Total			9		0	Applicable	0							55
19	Year-to- Date Total			9		0	Not Applicable	0							55
20		an occur in the cubo	equent month to the contact		ired for IOLI are			not be linked to	the enecific	000.00	one vieit		1		- 33

F G H I J K L M N REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions
Through December 2014 - Southern California Gas Company
(Provide Cumulative Dat from January 2014 - end or Reporting Month)
All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities 3 4 **Customer Receiving Assistance** Customer Receiving Assistance with Number of Enrollment through Bill Payment Plans (initiated or Utility Bill Disputes, CHANGES CBOs' Assistance including bill modification, by the CHANGES CBOs. If on CARE, modified) by the CHANGES CBOs. Enter How Initially Enrolled Confirmed by IOU Description of the **Dedicated Toll-**Dedicated Toll-Free Free Number session content identifying service Number Used provided. (e.g. utility bill assistance, utility bill Calls to Reason 800 # Dedicated 800 CHANGES Participants' dispute resolution, and other energy related 1 = Yes How Medical Yes Reason 800 # Not 1 = Yes Not #Recorded by Self-Identified language of preference 0 = No Enrolled CARE FERA Used IOU ⁴ Date issues) 3 Baseline HEAP/LiHeap Application Assistance contractor Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection HEAP/LiHeap 1/6/2014 Spanish Automated Application Assistance Voice Educated on Energy Messaging Efficiency/ Conservation 1/7/2014 Korean Energy Assistance Not on CARE This call was to Fund Application Schedule Energy Audit company/organizatio n (example: HEAP provider). 1/9/2014 Spanish HEAP/LiHeap CARE Application Assistance customer HEAP/LiHeap 1/13/2014 Spanish Edison Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan 1/15/2014 Tagalog Set Up/Change Payment Extension Not on CARE 0 HEAP/LiHeap 1/15/2014 Chinese/Cantonese CARE Meeting with client. Application Assistance customer Set Up/Change service Payment Extension Set Up/Change Payment Plan HEAP/LiHeap 1/15/2014 Spanish Edison Application Assistance Educated on Avoiding Disconnection Set Up/Change ayment Plan HEAP/LiHeap 1/16/2014 English Door-to-doo Meeting with client. Application Assistance contractor HEAP/LiHeap 1/22/2014 Spanish Edison Application Assistance Set Up/Change Payment Extension Stop Disconnection Educated on Avoiding 1/22/2014 Spanish SoCalGas Disconnection customer Educated on Energy service Efficiency/ Conservation

F	A	В	С	D	E	F	G	Н	- 1	J	K	L	М	N	0
1 2 3 4			All Data Provided by th	(Provide Cumula	cember 2014 - S tive Data from J	Southern Ca	alifornia Gas	Company eporting Month)		y the Uti	lities				
5			Description of the	If on C.	ARE,	Numbe CHANG	r of Enrolln	nent through Assistance	Custon Bill Pa	mer Rec nyment mo the CH	eiving Assistance with Plans (initiated or odified) ANGES CBOs.	Ass Utility including	HANGES Dedica	vith outes, ification, iGCBOs. ted Toll-	
6	_		session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and								dicated Toll-Free Number Used			Reason 800 #	Calls to Dedicated 800
7	Date	CHANGES Participants' Self-Identified language of preference	other energy related issues) 3	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No		#Recorded by IOU <sup>4</sup>
19		Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	Direct Mail	0		0		1					
20	1/28/2014	Spanish	Set Up/Change Payment Extension	0	Not on CARE	0		0			User did not specify if 1-800 number is used when calling the IOU.				
	1/31/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	1	Invalid account number					1					
21	1/2/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection	1	Door-to-door contractor	0		0		1					
22	1/6/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	Automated Voice Messaging	0		0		1					
24	1/7/2014	Korean	Energy Assistance Fund Application Schedule Energy Audit	0	Not on CARE	0		0		0	This call was to another company/organizatio n (example: HEAP				
25	1/9/2014	Spanish	HEAP/LiHeap Application Assistance	1	CARE customer service	0		0		1	asa idas)				
26	1/13/2014		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan	1	Edison	0		0		1					
27	1/15/2014	Tagalog	Payment Extension	0	Not on CARE			0		1					
28	1/15/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	1	CARE customer service	0		0		0	Meeting with client.				
29	1/15/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Set Up/Change Payment Plan	1	Edison	0		0		1					
30		English	HEAP/LiHeap Application Assistance	1	Door-to-door contractor	0		0		0	Meeting with client.				

	Α	В	C	D	E	F	G	Н	I	J	K	L	М	N	0
1 2 3 4			REV	(Provide Cumula	ecember 2014 - S tive Data from J	Southern Clanuary 20	alifornia Gas 14 - end of Re	Company eporting Month)		y the Uti	lities				
5			Description of the	If on C Enter How Init		CHAN		nent through Assistance by IOU	Bill Pa	yment mo	ceiving Assistance with Plans (initiated or odified) ANGES CBOs.	Ass Utility including	HANGES	vith outes, lification,	
6		CHANGES Participants' Self-Identified language	session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related	1 = Yes	How			Medical			dicated Toll-Free Number Used Reason 800 # Not			Reason 800 #	Calls to Dedicated 800 #Recorded by
7	Date	of preference	issues) 3	0 = No	Enrolled	CARE	FERA	Baseline	#	0 = No	Used	#	0 = No	Used	IOU⁴
31	1/22/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	1	Edison	0		0		1					
31	1/22/2014	Spanish	Educated on Avoiding Disconnection Educated on Energy Efficiency/	1	SoCalGas customer service	0		0		1					
32	1/27/2014	Spanish	Conservation  HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	Direct Mail	0		0		1					
34	1/28/2014	Spanish	Set Up/Change Payment Extension	0	Not on CARE	0		0			User did not specify if 1-800 number is used when calling the IOU.				
35	1/31/2014	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	1	Invalid account number					1					
36	Current Month Total			22		0	Not Applicable	0							85
	Year-to-			22		U	Not								85
37 38 39 40			month to the contact during						ecific one-on	-one visi					140
41 42 43 44	Detailed inform <sup>2</sup> Table reflects <sup>3</sup> Column C addi <sup>4</sup> Column O addi	nation for Column C availab is new monthly activity and resses the Description of the s ress the current month total a	unt minimation to the utilitie liele through table provided by may include information fron ession content identifying serv and year-to-date total for Calls ts are reported herein and s	y SHE organization in prior months not vice provided. (e.g ut to Dedicated 800 #R	i. previously report tility bill assistance Recorded by IOU	, utility bill d	ispute resolutio	on, and other energ	gy related issi	ues					
-3	Ally requ		to are reported hereill dilu s	operature readilă II	oportou iii pi101 II	onuio ailu i	may remod 11	o aujuannentia.							

F G H I J K L M N O REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions
Through December 2014 - Southern California Gas Company
(Provide Cumulative Data from February 2014 - end of Reporting Month)
All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities 3 4 **Customer Receiving Assistance Customer Receiving** Assistance with Number of Enrollment through Bill Payment Plans (initiated or Utility Bill Disputes, CHANGES CBOs' Assistance If on CARE. modified) including bill modification by the CHANGES CBOs. by the CHANGES CBOs. **Enter How Initially Enrolle** Confirmed by IOU Dedicated Toll-Description of the Dedicated Toll-Free Free Number session content identifying service provided. (e.g. utility bill assistance, utility bill Number Used Calls to Dedicated Reason 800 800# **CHANGES Participants** dispute resolution, and other energy related 1 = Yes How Medical Yes Reason 800 # Not 1 = Yes Not #Recorded Self-Identified language of preference issues) 3 0 = No Enrolled CARE FERA Baseline Used 0 = No by IOU 4 2/4/2014 Set Up/Change Payment Extension customer Set Up/Change service Payment Plan Stop Disconnection 2/12/2014 English Gas Assistance Fund SoCalGas Meeting with client. Application Assistance customer Educated on Energy Efficiency/ Conservation 2/12/2014 Chinese/Cantonese Meeting with client. Gas Assistance Fund Branch Application Assistance Payment Educated on Energy Office Efficiency/ Conservation 2/12/2014 English Gas Assistance Fund LIHEAP Meeting with client. Application Assistance Educated on Avoiding LIHEAP Meeting with client. 2/12/2014 Chinese/Cantonese Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection 2/12/2014 English Gas Assistance Fund Meeting with client. Application Assistance Educated on Avoiding Disconnection Meeting with client. 2/12/2014 English Gas Assistance Fund Self cert Application Assistance Educated on Avoiding Disconnection 2/12/2014 Spanish Gas Assistance Fund GAF Meeting Application Assistance with client. Educated on Energy Efficiency/ Conservation 2/12/2014 Chinese/Cantonese Gas Assistance Fund Edison Meeting Application Assistance with Educated on Energy client. Efficiency/ Conservation 2/12/2014 English Gas Assistance Fund Meeting with client. Application Assistance 2/18/2014 Chinese/Cantonese Gas Assistance Fund N/A GAF Meeting with client. Application Assistance Educated on Energy Efficiency/ Conservation 2/18/2014 Chinese/Cantonese Gas Assistance Fund LIHEAP Meeting with client. Application Assistance Educated on Energy Efficiency/ Conservation 2/18/2014 Chinese/Cantonese Gas Assistance Fund Meeting with client. Application Assistance Transfer Educated on Avoiding Disconnection

F G H I J K L M N O REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions (Provide Cumulative Data Thomas Control Contro 3 4 **Customer Receiving Assistance Customer Receiving** Assistance with Number of Enrollment through Bill Payment Plans (initiated or Utility Bill Disputes, If on CARE. **CHANGES CBOs' Assistance** modified) including bill modification by the CHANGES CBOs. by the CHANGES CBOs. **Enter How Initially Enrolle** Confirmed by IOU Dedicated Toll-Description of the Dedicated Toll-Free Free Number session content identifying service provided. (e.g. utility bill Number Used Calls to Dedicated assistance, utility bill Reason 800 800# **CHANGES Participants** dispute resolution, and other energy related 1 = Yes How Medical Yes Reason 800 # Not 1 = Yes Not #Recorded Self-Identified language Date of preference issues) 3 0 = No Enrolled CARE FERA Baseline Used 0 = No by IOU 4 2/19/2014 English Gas Assistance Fund Meeting with client. Application Assistance Educated on Avoiding Disconnection 2/19/2014 Chinese/Cantonese Gas Assistance Fund Meeting with client. Application Assistance Transfer Educated on Energy Efficiency/ Conservation 2/19/2014 Chinese/Cantonese Gas Assistance Fund N/A Branch Meeting with client. Payment Office Application Assistance Educated on Energy Efficiency/ Conservation 2/19/2014 Chinese/Cantonese Gas Assistance Fund LIHEAP Meeting with client. Application Assistance Educated on Energy Efficiency/ Conservation Gas Assistance Fund Meeting with client. 2/19/2014 English SoCalGas Application Assistance customer Educated on Avoiding service Disconnection Gas Assistance Fund N/A 2/19/2014 Chinese/Cantonese Branch Meeting with client. Application Assistance Payment Educated on Energy Office Efficiency/ Conservation 2/19/2014 English Gas Assistance Fund SoCalGas Meeting with client. Application Assistance customer Educated on Avoiding service Disconnection 2/19/2014 Chinese/Cantonese Gas Assistance Fund SoCalGas Meeting with client. Application Assistance customer Educated on Energy service Efficiency/ Conservation 2/19/2014 English Gas Assistance Fund CARE Meeting with client. Application Assistance customer Educated on Avoiding service Disconnection 2/19/2014 Chinese/Cantonese Gas Assistance Fund Edison Meeting with client. Application Assistance Educated on Avoiding Disconnection 2/19/2014 English Gas Assistance Fund Meeting with client. Rate Application Assistance Transfer Educated on Avoiding Disconnection 2/19/2014 English Gas Assistance Fund SoCalGas Meeting with client. Application Assistance customer Educated on Avoiding service Disconnection 2/19/2014 English Gas Assistance Fund CARE Meeting with client. Application Assistance customer Educated on Avoiding service Disconnection 2/19/2014 English Gas Assistance Fund SoCalGas Meeting with client. Application Assistance customer Educated on Avoiding service Disconnection

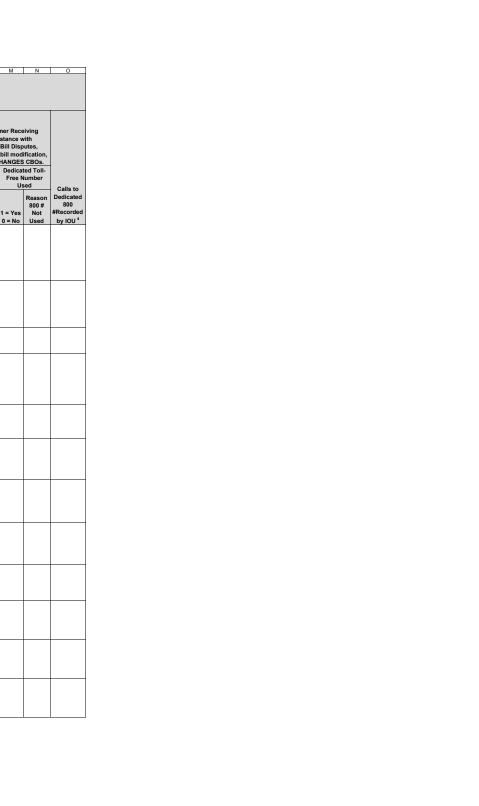
	Α	В	С	D	E	F	G	Н	1	J	K	L	M	N	0
1 2 3 4				rovide Cumulative	ember 2014 - So e Data from Fel	outhern Cal bruary 2014	ifornia Gas (	company porting Month	)	by the U	tilities				
5			Description of the session content	If on Co		CHANG	of Enrollme ES CBOs' A onfirmed by		Bill Pa	yment I mo the CH	eiving Assistance with Plans (initiated or diffed) ANGES CBOs.	Ass Utility including		ith utes, fication,	
6			identifying service								Number Used		Us	ed	Calls to
7	Date	CHANGES Participants' Self-Identified language of preference	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>3</sup>	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	Dedicated 800 #Recorded by IOU <sup>4</sup>
	2/25/2014	Vietnamese	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0		0		0	Meeting with client.				
35	0/00/0044	Onesish	One Analytican Frank		D. t.	0		0			Manager wilder all and				
36	2/26/2014	Spanish	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Rate Transfer	U		U		0	Meeting with client.				
37	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	Web	0		0		0	Meeting with client.				
38	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	GAF	0		0		0	Meeting with client.				
39	2/26/2014	Vietnamese	Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0		0		0	Meeting with client.				
	2/26/2014	English	Gas Assistance Fund Application Assistance Educated on Avoiding Disconnection	1	SoCalGas customer service	0		0		0	Meeting with client.				
40															
41	Current Month Total			30		0	Not Applicable	0	0			0	0		81
42	Year-to- Date Total			61	0	0	Not Applicable	0	0			0	0		221
43	1- " .				1011						1.14				

<sup>| 43 |
|</sup> As |
| As |
|

F	A	В	С	D	E	F	G	Н	I	J	К	L	M	N	0
1				ED CARE Table 1 Through Dece	mber 2014 - Sc	outhern Cali	ifornia Gas C	ompany							
3			All Data Provided by the	Provide Cumulati CHANGES Contra						d by the	Utilities				
5			Description of the session content identifying service	If on C Enter How Initi	ARE, ally Enrolled	СН	per of Enrol through ANGES CB Assistance offirmed by	Os'	Bill Pa	yment I mo the CH/	eiving Assistance with Plans (initiated or dified) NGES CBOs.	Ass Utility including	HANGES Dedicat	vith utes, ification,	Calls to
7	B-t-	CHANGES Participants' Self- Identified language of	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related	1 = Yes	How	0405	5504	Medical Baselin		1 = Yes	Reason 800 # Not		1 = Yes	Reason 800 # Not	Dedicated 800 #Recorded
8	<b>Date</b> 3/3/2014	preference Vietnamese	issues) 3 HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	0 = No 1	Enrolled Self cert	O CARE	FERA	<b>e</b> 0		<b>0 = No</b> 0	Used Meeting with client	#	0 = No	Used	by IOU ⁴
9	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Edison	0		0		0	Meeting with client				
10	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Rate Transfer	0		0		0	Meeting with client				
11	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
12	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	GAF	0		0		0	Meeting with client				
13	3/4/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Self cert	0		0		0	Meeting with client				
14	3/5/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	N/A	Self cert	0		0		0	Meeting with client				
15	3/5/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Self cert	0		0		0	Meeting with client				
	3/5/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Rate Transfer	0		0		0	Meeting with client				
16	3/5/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	New Turn- On Direct Mail	0		0		0	Meeting with client				

	A	В	С	D	Е	F	G	Н	ı	J	K	Ŀ	М	N	0
1				ED CARE Table 1 Through Dece	mber 2014 - Sc	outhern Cali	fornia Gas (	Company							
2 3 4			All Data Provided by the	(Provide Cumulati CHANGES Contra						d by the	Utilities				
5				If on C		СН	er of Enrol through ANGES CB Assistance firmed by	Os'	Bill Pa	yment i mo	eiving Assistance with Plans (initiated or dified) NNGES CBOs.	Ass Utility including	mer Rece istance w Bill Disp bill mod	vith utes, ification, CBOs.	
			Description of the session content								licated Toll-Free		Free N	ted Toll- lumber	
6			identifying service provided. (e.g. utility bill								Number Used		Us	ed	Calls to Dedicated
7	Date	CHANGES Participants' Self- Identified language of preference	assistance, utility bill dispute resolution, and other energy related issues) 3	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baselin	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	800 #Recorded by IOU <sup>4</sup>
ŕ	3/6/2014	Vietnamese	HEAP/LiHeap	1	LIHEAP	0	TEICA	0	#	0	Meeting with client		0 - 140	0360	by 100
18			Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation												
	3/11/2014	English	HEAP/LiHeap Application Assistance	1	LIHEAP	0		0		0	Meeting with client				
19	3/12/2014	English	ESAP Application	1	Self cert	0		0		0	Meeting with client				
20			Assistance Gas Assistance Fund Application Assistance								•				
20	3/12/2014	Chinese/Cantonese	ESAP Application	1	Rate	0		0		0	Meeting with client				
21			Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation		Transfer										
22	3/12/2014	Vietnamese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
23	3/12/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
24	3/12/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Self cert	0		0		0	Meeting with client				
25	3/12/2014	Chinese/Cantonese	ESAP Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation	1	Edison	0		0		0	Meeting with client				
26	3/12/2014	English	ESAP Application Assistance Gas Assistance Fund Application Assistance	1	Bill Insert Application	0		0		0	Meeting with client				

F G H I J K L M N O REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions
Through December 2014 - Southern California Gas Company
(Provide Cumulative Data from March 2014 - end of Reporting Month
All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities 3 4 Number of Enrollment **Customer Receiving Assistance Customer Receiving** through CHANGES CBOs' Assistance with Utility Bill Disputes, Bill Payment Plans (initiated or If on CARE. including bill modification, by the CHANGES CBOs. Assistance modified) by the CHANGES CBOs. Enter How Initially Enrolled Confirmed by IOU Dedicated Toll-Description of the Dedicated Toll-Free Free Number session content identifying service Number Used Calls to provided. (e.g. utility bill assistance, utility bill Dedicated Reason CHANGES
Participants' Selfdentified language of 800# dispute resolution, and other energy related Medical 1 = Yes How Baselin Yes Reason 800 # Not 1 = Yes Not Enrolled CARE FERA 0 = No Used 0 = No Used by IOU 4 Date issues) 3 preference 3/12/2014 ESAP Application Meeting with client Assistance Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation 3/12/2014 Vietnamese HEAP/LiHeap LIHEAP Meeting with client Application Assistance Bill Education Educated on Energy Efficiency/ Conservation 3/13/2014 English Gas Assistance Fund Rill Insert User did not specify Application Assistance Application if 1-800 number is used when calling Meeting with client 3/17/2014 Vietnamese HEAP/LiHeap Edison Application Assistar Bill Education Educated on Energy Efficiency/ Conservation 3/18/2014 Vietnamese ESAP Application Edison User did not specify Assistance Sign up for 3rd Party if 1-800 number is used when calling Notification the IOU 3/18/2014 ESAP Application This call was to Vietnamese Edison Assistance another company/organizati on (example: HEAP provider) 3/18/2014 Vietnamese HEAP/LiHeap Application Assistance LIHEAP Meeting with client Educated on Energy Efficiency/ Conservation ESAP Application 3/19/2014 English GAF Meeting with client Assistance Gas Assistance Fund Application Assistance 3/19/2014 Chinese/Cantonese ESAP Application Self cert Meeting with client Assistance Gas Assistance Fund Application Assistance Chinese/Cantonese ESAP Application Meeting with client Assistance
Gas Assistance Fund Application Assistance 3/19/2014 English ESAP Application Meeting with client Assistance Gas Assistance Fund Application Assistance 3/19/2014 Chinese/Cantonese ESAP Application Self cert Meeting with client Assistance Gas Assistance Fund Application Assistance



F G H I J K L M N O REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions
Through December 2014 - Southern California Gas Company
(Provide Cumulative Data from March 2014 - end of Reporting Month 3 4 All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities Number of Enrollment **Customer Receiving Assistance Customer Receiving** through CHANGES CBOs' Assistance with Bill Payment Plans (initiated or Utility Bill Disputes, If on CARE. including bill modification, by the CHANGES CBOs. Assistance modified) Enter How Initially Enrolled Confirmed by IOU by the CHANGES CBOs. Dedicated Toll-Description of the Dedicated Toll-Free Free Number session content identifying service Number Used Calls to provided. (e.g. utility bill assistance, utility bill Dedicated Reason CHANGES dispute resolution, and other energy related 800# Participants' Self-Medical 1 = Yes How Baselin Yes Reason 800 # Not 1 = Yes Not dentified language of Enrolled CARE FERA 0 = No Used 0 = No Used by IOU 4 Date issues) 3 preference 3/19/2014 ESAP Application Meeting with client Assistance On Direct Gas Assistance Fund Mail Application Assistance ESAP Application 3/19/2014 English GAF Meeting with client Assistance Gas Assistance Fund Application Assistance Gas Assistance Fund 3/20/2014 English Meeting with client Branch Application Assistance Stop Disconnection Application 3/21/2014 English Gas Assistance Fund GAF Meeting with client Application Assistance Educated on Energy Assistance Programs 3/23/2014 Spanish HEAP/LiHeap Edison Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection 3/24/2014 Chinese/Cantonese ESAP Application Self cert Meeting with client Assistance Gas Assistance Fund Application Assistance 3/24/2014 Chinese/Cantonese ESAP Application Meeting with client Web Assistance Gas Assistance Fund Application Assistance 3/25/2014 Chinese/Cantonese ESAP Application Self cert Meeting with client Assistance Gas Assistance Fund Application Assistance 3/25/2014 Chinese/Cantonese ESAP Application Chinatowr Meeting with client Assistance Service Gas Assistance Fund Center Application Assistance 3/25/2014 English GAF Meeting with client Application Assistance Stop Disconnection 3/26/2014 Chinese/Cantonese ESAP Application Self cert Meeting with client Assistance Gas Assistance Fund Application Assistance Chinese/Cantonese ESAP Application 3/26/2014 GAF Meeting with client Assistance Gas Assistance Fund Application Assistance 3/26/2014 Chinese/Cantonese ESAP Application Edison Meeting with client Assistance Gas Assistance Fund Application Assistance 3/27/2014 Spanish Set Up/Change Spanish Payment Extension Direct Mail Application

	Α	В	С	D	E	F	G	Н	ı	J	K	L	M	N	0
1 3				(Provide Cumulati	mber 2014 - So ve Data from N	outhern Cal larch 2014	ifornia Gas (	Company orting Mon	th	ed by the	o Utilities				
+				If on C Enter How Initi		СН	per of Enro through ANGES CE Assistance ofirmed by	Os'	Bill Pa	yment mo	eiving Assistance with Plans (initiated or dified) ANGES CBOs.	Ass Utility		with putes, dification,	
6	<u>.                                    </u>		Description of the session content identifying service								dicated Toll-Free Number Used		Free I	nted Toll- Number sed	Calls to
7		CHANGES Participants' Self- Identified language of preference	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>3</sup>		How Enrolled	CARE	FERA	Medical Baselin e	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	Dedicated 800 #Recorded by IOU <sup>4</sup>
5	3/28/2014	Spanish	HEAP/LiHeap Application Assistance Request Meter Service or Testing	1	Self cert	0		0					1		
5		Spanish	HEAP/LiHeap Application Assistance	1	Direct Mail Application	0		0		0	Meeting with client				
5	Current 5 Month Total			44		0		0							75
5				105		0		0							296

	A	В	С	D	E	F	G	Н		J	К	L	М	N	0
1 2 3			REV	ISED CARE Table Through De	cember 2014 -	Southern C	alifornia Ga	s Company							
3			All Data Provided by th	(Provide Cumu e CHANGES Con						ted by th	e Utilities				
5			Description of the	If on C		CHANGE	ber of Enro through S CBOs' A nfirmed by	Assistance	Bill Pa	nyment I mo the CHA	eiving Assistance with Plans (initiated or dified) ANGES CBOs.	Ass Utility including		vith outes, ification, i CBOs. ted Toll-	,
6			session content identifying service								dicated Toll-Free Number Used			lumber sed	Calls to
7	Date 3/3/2014	CHANGES Participants' Self- Identified language of preference	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>3</sup>	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	Dedicated 800 #Recorded by IOU <sup>4</sup>
	3/3/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service			U		U	Meeting with client.				
8	3/6/2014	Vietnamese	HEAP/LiHeap	1	Branch	0		0		0	Meeting with client.				
9			Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation		payment office										
10	3/12/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
11	3/17/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
	3/18/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
12	4/1/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection	1	Edison	0		0		0	Meeting with client.				
14	4/1/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	SoCalGas customer service	0		0		0	Meeting with client.				
14	4/3/2014	English	HEAP/LiHeap Application Assistance	1	Not CARE					0	Meeting with client.				
15	4/6/2014	Vietnamese	HEAP/LiHeap Application Assistance	1	Invalid accout number					0	Meeting with client.				
16	4/7/2014	Spanish	HEAP/LiHeap Application Assistance	1	Direct mail	0		0		0	Meeting with client.				
17	4/9/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		0	Meeting with client.				

E	А	В	С	D	E	F	G	Н	1	J	К	L	М	N	0
1 2 3 4			REV	ISED CARE Table Through De	cember 2014 - :	Southern C	alifornia Ga	s Company							
4			All Data Provided by th	(Provide Cumul e CHANGES Cont	ative Data from	n April 2014 Columns F,	G, H, I and	P which will b	h) oe comple	ted by th	e Utilities				
5			Description of the	If on C		CHANGE	ber of Enro through ES CBOs' A nfirmed by	ssistance	Bill Pa	ayment I mo the CH/	eiving Assistance with Plans (initiated or dified) ANGES CBOs.	Ass Utility including		vith outes, ification, i CBOs. ted Toll-	
6			session content identifying service							Dec	dicated Toll-Free Number Used			lumber sed	Calls to
7	Date	CHANGES Participants' Self- Identified language of preference	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>3</sup>	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not	#	1 = Yes 0 = No	Reason 800 # Not Used	Dedicated 800 #Recorded by IOU <sup>4</sup>
19	4/9/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	IVR	0		0		0	Meeting with client.	-			,
20	4/9/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service	0		0		0	Meeting with client.				
21	4/10/2014	English	HEAP/LiHeap Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
22	4/15/2014	Armenian	Gas Assistance Fund Application Assistance	1	Branch payment office	0		0		0	Meeting with client.				
23	4/15/2014	Farsi	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
24	4/15/2014	English	Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
25	4/16/2014	English	HEAP/LiHeap Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
26	4/17/2014	Spanish	Set Up/Change Payment Plan Stop Disconnection Restore Service	1	Invalid accout number								1		
27	4/18/2014	Spanish	HEAP/LiHeap Application Assistance	1	Invalid accout number					0	Meeting with client.				
	4/18/2014	English	Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1	SoCalGas customer service					0	Meeting with client.				
28	4/18/2014	Korean	Gas Assistance Fund Application Assistance	1	Rate transfer	0		0		0	Meeting with client.				
29	4/18/2014	English	Gas Assistance Fund Application Assistance	1	Invalid accout number					0	Meeting with client.				
30	4/18/2014	English	Gas Assistance Fund Application Assistance	1	Direct mail	0		0		0	Meeting with client.				
31	4/18/2014	English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
33	4/22/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	SoCalGas customer service	0		0		1					
34	4/23/2014	Spanish	Gas Assistance Fund Application Assistance	0	SoCalGas customer service	0		0		0	Meeting with client.				

	Α	В	C	D	E	F	G	Н	- 1	J	K	L	М	N	0
1 2 3 4	-		REV	(Provide Cumul	cember 2014 - : ative Data from	Southern C April 2014	alifornia Gas - end of Rep	Company orting Mont	:h)	ed by th	e Utilities				
5				If on C		CHANGE	per of Enro through S CBOs' A nfirmed by	ssistance	Bill Pa	yment l mo	eiving Assistance with Plans (initiated or diffed) ANGES CBOs.	Ass Utility including	mer Rece sistance v Bill Disp bill mod CHANGES	vith outes, lification,	
6			Description of the session content identifying service								dicated Toll-Free Number Used		Free N	ted Toll- Number sed	Calls to
7		CHANGES Participants' Self- Identified language of preference	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>3</sup>	1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	Dedicated 800 #Recorded by IOU <sup>4</sup>
35		English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
36		English	Gas Assistance Fund Application Assistance	0	GAF	0		0		0	Meeting with client.				
37		English	Gas Assistance Fund Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
38	Current Month Total			28		0		0							65
39	Year-to-Date Total			133		0		0							361

F G H I J K L M N O REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions
Through December 2014 - Southern California Gas Company
(Provide Cumulative Data from May 2014 - end of Reporting Month 3 4 All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities Number of Enrollment **Customer Receiving Assistance Customer Receiving** through CHANGES CBOs' Assistance with Bill Payment Plans (initiated or Utility Bill Disputes, If on CARE. including bill modification, by the CHANGES CBOs. Assistance modified) by the CHANGES CBOs. Enter How Initially Enrolled Confirmed by IOU Dedicated Toll-Description of the Dedicated Toll-Free Free Number session content identifying service Number Used Calls to provided. (e.g. utility bill assistance, utility bill Reason Dedicate CHANGES d 800 800 # Participants' Self-dentified language o dispute resolution, and Medical other energy related 1 = Yes How Baselin Yes Reason 800 # Not 1 = Yes Not 0 = No FERA Used 0 = No Used d by IOU⁴ issues) 3 Enrolled preference HEAP/LiHeap Application Assistance 5/1/2014 Gas Assistance Fund IVR - NCO English Meeting with client. Application Assistance 5/1/2014 Gas Assistance Fund Meeting with client. English IVR Application Assistance Educated on Energy Assistance Programs 5/5/2014 English Gas Assistance Fund Web Meeting with client. Application Assistance Educated on Energy Assistance Programs HEAP/LiHeap 5/7/2014 Rate transfer Meeting with client. Application Assistance Gas Assistance Fund Application Assistance Chinese/Cantonese HEAP/LiHeap 5/7/2014 Rate transfer 0 Meeting with client. Application Assistance Gas Assistance Fund Application Assistance 5/9/2014 ESAP Meeting with client. Gas Assistance Fund Spanish Application Assistance 5/9/2014 Gas Assistance Fund English Branch Meeting with client. 5/10/2014 Gas Assistance Fund English Edison Meeting with client. Application Assistance 5/12/2014 Gas Assistance Fund Web Meeting with client. Application Assistance 5/12/2014 Gas Assistance Fund English Branch Meeting with client. Application Assistance Office Gas Assistance Fund Application Assistance 5/12/2014 English CARE Meeting with client. customer Restore Service service 5/12/2014 Vietnamese HEAP/LiHeap SoCalGas Meeting with client. Application Assistance customer Educated on Energy service Efficiency/ Conservation HEAP/LiHeap 5/13/2014 SoCalGas Application Assistance customer Educated on Energy service Efficiency/ Conservation Set Up/Change Payment Extension 5/13/2014 Gas Assistance Fund Rate transfer 0 Meeting with client. English Application Assistance

	Α	В	С	D	-	F	G				K		М	N	0
$\vdash$	A	В	L C	L D	L E		G	н		J	, K	L	M	N	_ 0
1															
2															
3				(Provide Cumula											
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities														
										<b>.</b>			<b>n</b>		
						Numb	er of Enro	liment	Custor		eiving Assistance		mer Rec		
							through				with		sistance v		
						CH	ANGES CE	Os'	Bill Pa	yment	Plans (initiated or	Utilit	/ Bill Disp	utes,	
				If on C	ARE.		Assistance			mo	dified)	including	bill mod	ification.	
5				Enter How Init	ially Enrolled	Cor	firmed by	IOH	hv		ANGES CBOs.		HANGES		
Ť				Lintor How him	Lany Emonou		ou by	1	,	1		by the		ted Toll-	†
			Description of the							_					
			session content								dicated Toll-Free			lumber	
6			identifying service								Number Used		U	sed	Calls to
			provided. (e.g. utility bill												
		CHANGES	assistance, utility bill											Reason	Dedicate
1		Participants' Self-	dispute resolution, and					Medical		1 =				800 #	d 800
1		Identified language of	other energy related	1 = Yes	How			Baselin		Yes	Reason 800 # Not		1 = Yes	Not	#Recorde
7	Date	preference	issues) 3	0 = No	Enrolled	CARE	FERA	P	#	0 = No		#	0 = No	Used	d by IOU4
+	5/13/2014	English	Gas Assistance Fund	1	Direct Mail	0		0		0 - 140	Meeting with client.		0 110		u 2, 100
1	J/ 13/20 14	Linguisti		Ι'	Direct Iviall	0		<u>ا</u>		١	wiccurig with citefft.	1		1	
1		1	Application Assistance	1	1					1		1		1	
23					]						1				
1	5/16/2014	English	Gas Assistance Fund	1	Direct Mail	0		0	_	0	Meeting with client.	l	1 -	l	
1			Application Assistance	1	1					1	1	1		1	
24			-												
24	5/16/2014	English	Gas Assistance Fund	1	SoCalGas	0		0		0	Meeting with client.				-
	3/10/2014	Liigiisii		'		U		U		١	wieeting with cheft.				
			Application Assistance		customer										
					service										
25															
	5/19/2014	Tagalog	HEAP/LiHeap	1	SoCalGas	0		0		0	Meeting with client.				
			Application Assistance		customer										
			Set Up/Change		service										
			Payment Extension		0011100										
26	5/21/2014	Facellah	Gas Assistance Fund		Decemb	0		0			Marking with all and		_		
	5/21/2014	English		!	Branch	U		U		0	Meeting with client.				
			Application Assistance		Office										
			Restore Service												
27															
	5/21/2014	English	HEAP/LiHeap	1	Branch	0		0		0	Meeting with client.				
	3/2 1/20 14	Liigiisii		'	Office	U		U		٥	wieeting with chefit.				
1			Application Assistance	1	Office					1		1		1	
28					1					1					
1	5/21/2014	English	Gas Assistance Fund	0	GAF	0		0		0	Meeting with client.	1		1	
1			Application Assistance	1	1					1		1		1	
29				1	1					1		1		1	
-3	5/21/2014	English	Gas Assistance Fund	1	SoCalGas	n		0		0	Meeting with client.		1		
1	G-2 1720 17	L.191011	Application Assistance	Ι.	customer	~		Ĭ		ľ	coming with offerit.	1		1	
1			Application Assistance							1					
30					service					1					
1	5/23/2014	English	Gas Assistance Fund	1	Non-CARE					0	Meeting with client.	1		1	
1			Application Assistance	1	1					1		1		1	
31										1					
31	5/23/2014	Caplish	Can Assistance Front	4	SoCalGas	0		0		0	Manting with all	-	-	-	$\vdash$
1	5/23/2014	English	Gas Assistance Fund	[ '		U		0		0	Meeting with client.	1		1	
1			Application Assistance	1	customer					1		1		1	
32				1	service					1		1		1	
52	5/30/2014	Korean	HEAP/LiHeap	1	SoCalGas	٥		0		0	Mooting with client	<b>-</b>		<b>-</b>	<del>                                     </del>
1	0/00/2014	Notedil		['		U		U		٦	Meeting with client.	1		1	
1			Application Assistance	1	customer					1		1		1	
33					service					1					
1	Current														
34	Month Total			25		0		0				1			60
34				25		U		U				-	-		00
1	Year-to-Date					١						1			
35	Total			158		0		0					1		421
36															
37	1 Enrollment ma	ay occur in the subseque	nt month to the contact duri	ng to time required	for IOU process	ing. Enrolln	nent may not	be linked to	the specifi	c one-on-	one visit.				

	Α	В	С	D	E	F	G	Н		J	K	L	M	N	0
1 2 3				(Provide Cumulat	mber 2014 - So ive Data from J	uthern Cali une 2014 -	fornia Gas C end of Repo	company rting Month	1						
4			All Data Provided by the							ed by the	Utilities				
5				If on C		СН	through ANGES CB Assistance	Os'	Bill Pa	ayment I mo	eiving Assistance with Plans (initiated or dified) ANGES CBOs.	Customer Receiving Assistance with Utility Bill Disputes, including bill modificatior by the CHANGES CBOs. Dedicated Toll			
6			Description of the session content identifying service								dicated Toll-Free Number Used		Free N	ted Foll- lumber sed	Calls to
		CHANGES Participants' Self- Identified language of	provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related	1 = Yes	How			Medical Baselin		1 = Yes	Reason 800 # Not	_	1 = Yes	Reason 800 # Not	Dedicated 800 #Recorded
7	Date 6/11/2014	preference Khmer	Issues) <sup>3</sup> HEAP/LiHeap Application Assistance	0 = No 1	Enrolled Door-to-door contractor	CARE 0	FERA	0	#	0 = No 0	Used Meeting with client.	#	0 = No	Used	by IOU <sup>4</sup>
8	6/12/2014	Khmer	HEAP/LiHeap Application Assistance Stop Disconnection	1	Rate transfer	0		0		0	Meeting with client.				
9	6/13/2014	Cuanish	Set Up/Change		Not CARE					0					
	6/13/2014	Spanish	Payment Extension Stop Disconnection		NOT CARE					U					
10	6/16/2014	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	Edison	0		0			User did not specify if 1-800 number is used when calling the IOU.				
	6/16/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	1	Rate transfer	0		0		0	Meeting with client.				
12	6/24/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance	1	SoCalGas customer service	0		0		0	Meeting with client.				
13	6/25/2014	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1	GAF pledge	0		0		1					
15	6/25/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1	Edison	0		0		0	Meeting with client.				
	6/27/2014	Spanish	ESAP Application Assistance	1	CBO	0		0		0	Meeting with client.				
16	6/30/2014	Spanish	Educated on Energy Assistance Programs Set Up/Change Payment Extension	1	Edison	0		0		0	I did not get the assistance I needed so I called the regular customer service number.				
18	Current Month Total			9		0		0							54
	Year-to-Date Total			167		0		0							475

<sup>21 |</sup> Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one 22 | The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.

| 23 | Detailed information for Column C available through table provided by SHE organization. | 24 | \*Table reflects new monthly activity and may include information from prior months not previously report | 25 | \*Column C addresses the Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues

	A	В	С	D	E	F	G	Н		J	K	L	М	N	0
	REVISED CARE Table 10 CHANGES One-on-One Customer Assistance Sessions														
2	Through December 2014 - Southern California Gas Company														
3															
7			All Data Flovided by the	CHARGES CONTRAC	CIOI EXCEPT CO	unnis i , O,	ii, i and r v	VIIICII WIII D	Complet	ou by the	Othities				
		Number of Enrollment Customer Receiving Assistance							Custo						
					through with CHANGES CBOs' Bill Payment Plans (initiated or						Utility Bill Disputes,				
_				If on C			Assistance					including bill modification, by the CHANGES CBOs.			
5	-			Enter How Initi	ally Enrolled	Cor	firmed by	100	by	the CH	ANGES CBOs.	by the C		ted Toll-	
			Description of the session content							De	dicated Toll-Free			Number	
6	-		identifying service provided. (e.g. utility bill								Number Used		U	sed	Calls to
		CHANGES	assistance, utility bill											Reason	Dedicated
		Participants' Self-	dispute resolution, and other energy related	1 = Yes	How			Medical Baselin		1 = Yes	Reason 800 # Not		1 = Yes	800 # Not	#Recorded
7	Date	Identified language of preference	issues) 3	0 = No	Enrolled	CARE	FERA	e	#	0 = No		#	0 = No	Used	by IOU <sup>4</sup>
26			and year-to-date total for Ca					ACTO II							
27	Note: Any req	uirea corrections/adjustmi	ents are reported herein and	supersede results	reported in prio	r months an	a may reflec	YID adjust	ments.						

	Α	В	С	D	E	F	G	Н		J	К	L	М	N	0
1				CARE Table 10 C					ions						
3			All Data Provided by the	(Provide Cumu		July 2014	- end of Rep	orting Mon		and bur the	no I Itilitico				
-			All Data Provided by the	CHANGES COM	ractor Except C	olullilis r,	G, n, ranu r	WINCH WIN	De Comple	iteu by ti	ie Oundes				
						Numb	oer of Enro	Iment	Custon		eiving Assistance		mer Rece		
							through CHANGES CBOs'		Bill Pa	yment l	with Plans (initiated or	Assistance with Utility Bill Disputes,			
5				If on C Enter How Init			Assistance nfirmed by		by		dified) ANGES CBOs.		bill mod	CBOs.	
			Description of the session content								licated Toll-Free		Free N	ted Toll- lumber	
6		CHANGES	identifying service provided. (e.g. utility bill								Number Used		Us	Reason	Calls to Dedicated
		Participants' Self- Identified	assistance, utility bill dispute resolution, and	1 = Yes	How			Medical Baselin		1 = Yes	Reason 800 # Not		1 = Yes	800 # Not	800 #Recorded
7	Date	language of preference	other energy related issues)	0 = No	Enrolled	CARE	FERA	e	#	0 = No	Used	#	0 = No	Used	by IOU
	7/3/2014	English	HEAP/LiHeap Application Assistance	0	Invalid account					1					
			Set Up/Change Payment Extension Stop Disconnection		number										
8			·												
	7/3/2014	Spanish	Educated on Energy Efficiency/	1	Edison	0		0		1					
			Conservation Set Up/Change												
9			Payment Plan												
	7/10/2014	Spanish	HEAP/LiHeap Application Assistance	0	SoCalGas customer	0		0		1					
10					service										
	7/12/2014	English	Set Up/Change Payment Plan	1	DM - Closed account	0		0		1					
			Waive/Decrease Deposit												
11	7/14/2014	English	Restore Service Set Up/Change	4	Edison	0		0		4					
	//14/2014	English	Payment Plan Stop Disconnection	1	Edison	U		U		1					
12			Stop Disconnection												
	7/14/2014	Spanish	Educated on Energy Efficiency/	1	SoCalGas customer	0		0		1					
13			Conservation		service										
	7/15/2014	Spanish	HEAP/LiHeap Application Assistance	1	ESAP data sharing	0		0		1					
			Set Up/Change Payment Extension												
14			Stop Disconnection												
15	7/25/2014	English	Set Up Account	0	Not CARE					1					
16	Current Month Total			5		0		0							103
17	Year-to- Date Total			172		0		0							578
18 19 20			equent month to the contact						ed to the sp	ecific one	e-on-one visit.				
	Detailed inform	nation for Column C	er account information to the available through table provi by and may include information	ded by SHE organ	ization.		oumns F, G,	rı, and ı.							
			stments are reported herein				s and may re	flect YTD ac	ljustments.						

	Α	В	С	D	E	F	G						
1	CARE Table 11 - CHANGES Group Customer Assistance Sessions <sub>[2]</sub>												
2				Reporting Period	July 1, 2014 through Jul	ly 31, 2014							
3 Description of Service Provided Session Logistics													
4	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions Length <sup>1</sup> (Hours)		Number of Attendees	Description of Information / Literature Provided						
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	18	Not Available						
6	Not Available	Tagalog	Understanding Your Bill	2	0.5	22	Not Available						
7	Not Available	Vietnamese	Understanding Your Bill	1	0.5	26	Not Available						
8	Not Available	Japanese	Safety Tips	1	0.5	3	Not Available						
9	Not Available	Tagalog	Safety Tips	3	0.5	60	Not Available						
10	Not Available	N/A	Level Pay Plan	0	0.5	0	Not Available						
11	Not Available	Tagalog	Energy Conservation	1	0.5	20	Not Available						
12	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	2	0.5	31	Not Available						
13	Not Available	Japanese	CARE/FERA and Other Assistance Programs	1	0.5	13	Not Available						
14	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	1	0.5	18	Not Available						
15	Not Available	N/A	Avoiding Disconnection	0	0.5	0	Not Available						
16	Current Month Total			13		211							
17	Year-to-Date			225		3,350							

<sup>18
19
1</sup> Contractor states all sessions at least 30 minutes.
20
2 This table was was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have have a more consistent appearance and format with existing SCG tables.
2 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.